

HEALTH CARE FINANCING ADMINISTRATION

Sherry A. Terrell, Ph.D.
N1SB/Dres/or/Ord/HCFA
6325 Security Blvd. 2B140M
Baltimore, MD 21207
(301) 597-1416 FTS987-1416

CARRIER WORKLOAD AND PROCESSING TIME REPORT JULY 1986

REPORTS

RA

412

3

C367

1986:July

U.S. Department of
Health and Human Services
Health Care Financing Administration
Bureau of Quality Control

RA
412.3
.C367
1986
July

FOREWORD

This report summarizes the status of claim workloads reported by carriers for July 1986. Presented in this report are national summary tables and carrier detail tables showing the numbers of claims received, processed, and pending. Also included in this report are data on electronic media claims, claims processing times, and the percentage distributions of processing times and pending claims. Definitions of terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

Health Care Financing Administration
Office of Program Quality Evaluation, BQC
Division of Reports and Analysis
239 East High Rise
6325 Security Boulevard
Baltimore, MD 21207
(301) 597-1880

CARRIER WORKLOADS AND PROCESSING TIMES

JULY 1986

HIGHLIGHTS

| | July 1986 | June 1986 | July 1985 | July 1986 | |
|------------------------------|--------------|--------------|--------------|---------------------------------|---------------------------------|
| | | | | Percent Chg from Jun 1986 | Percent Chg from Jul 1985 |
| Number of | | | | | |
| Claims Received | 26.20 | 25.87 | 24.02 | 1.3 | 9.1 |
| Claims Processed | 27.36 | 25.39 | 23.17 | 7.8 | 18.1 |
| Claims Pending | 16.67 | 17.95 | 12.34 | -7.1 | 35.1 |
| Net Assignment Rate | 68.4 | 67.9 | 69.2 | 0.7 | -1.2 |
| Electronic Media Claims | | | | | |
| Number | 7.16 | 6.50 | 4.90 | 10.2 | 46.1 |
| Percent Received | 27.3 | 25.1 | 20.4 | 8.8 | 33.8 |
| Mean Processing Time (Days) | 22.2 | 21.4 | 17.2 | 3.7 | 29.1 |
| Inquiries Processed | | | | | |
| Total | 1.79 | 1.75 | NA | 2.3 | --- |
| Per 1,000 Claims Received | 68 | 68 | NA | 0.0 | --- |
| Beneficiary | 1.28 | 1.25 | NA | 2.0 | --- |
| Per 1,000 Claims Received | 49 | 48 | NA | 2.1 | --- |
| Provider | 0.51 | 0.50 | NA | 3.1 | --- |
| Per 1,000 Claims Received | 19 | 19 | NA | 0.0 | --- |
| Medicaid Crossover Claims | | | | | |
| Number Transferred to States | 2.83 | 2.68 | NA | 5.6 | --- |
| Transferred via EMC | 2.10 | 1.98 | NA | 6.2 | --- |
| Percent Transferred via EMC | 74.1 | 73.7 | NA | 0.5 | --- |

NOTE: Numbers in millions

NA- Not available

Executive Summary

- o For the first time since October 1985, carriers processed more claims than they received, thereby working down the backlog.
- + Days work on hand (historical basis) dropped for the first time since October 1985.
- + However, the percent of claims processed within 30 days still continues to decline, indicating that new claims are not yet being processed more quickly. The percent processed within 30 days peaked at 92.3 percent in November 1985, and was down to 76.6 percent as of July 1986.
 - The average processing time for all HCFA-1500s increased 29.1 percent from July 1985 (17.2 days) to July 1986 (22.2 days)
- o In July 1986, carrier receipts rose to 26.2 million claims, an increase of 9.1 percent over the 24.0 million claims received in July 1985.
- o The net assignment rate decreased 1.2 percent, falling from 69.2 to 68.4 percent over this period, but the July rate was higher than the June rate.
- o The percent of claims received via electronic media increased 33.8 percent, rising from 20.4 to 27.3 percent over this period.
- o The number of claims processed increased 18.1 percent, from 23.2 million in July 1985 to 27.4 million in July 1986.
 - + During this period, the percent of claims denied in full increased 9.0 percent, rising from 7.8 to 8.5 percent.
 - + As a percent of claims processed, replicate claims rose from 0.4 to 0.9 percent over this period, an increase of 125.0 percent.
- o Medicaid crossover claims transferred to State Agencies increased 5.6 percent from June 1986 to July 1986.

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS,

** See Appendix for formula

NOTE: Some data for October 1985 - April 1986 have been changed due to revised reports submitted by Maryland B/S.

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, JULY 1985 - JULY 1986

| Month | Assignment Rate | Ratio of Processed to Received | Claims Received Via Electronic Media | | | Replicate Claims as Percent of Total Claims Processed | Claims Investigation Rate |
|-----------|-----------------|--------------------------------|--------------------------------------|----------------------------------|--|---|---------------------------|
| | | | -----Total----- | -----Assigned----- | -----Unassigned----- | | |
| | | | Number | Percent of Total Claims Received | Percent of Unassigned'd 1500a Received | | |
| 1985 | | | | | | | |
| July | 69.2 | 96.5 | 4,903,939 | 20.4 | 25.5 | 0.4 | 3.3 |
| August | 69.4 | 104.8 | 4,941,245 | 21.0 | 26.2 | 0.5 | 3.2 |
| September | 69.0 | 100.6 | 5,513,825 | 24.0 | 29.1 | 0.4 | 3.2 |
| FY 1985 | 67.7 | 98.7 | 51,801,882 | 19.1 | 24.0 | 0.5 | 3.5 |
| October | 68.4 | 101.2 | 5,691,658 | 21.9 | 27.3 | 0.4 | 3.3 |
| November | 68.0 | 97.6 | 5,098,404 | 22.8 | 28.8 | 0.5 | 3.5 |
| December | 68.2 | 94.4 | 5,462,852 | 22.7 | 28.3 | 0.5 | 3.5 |
| CY 1985 | 68.5 | 99.1 | 57,548,668 | 20.6 | 25.6 | 0.5 | 3.4 |
| 1986 | | | | | | | |
| January | 67.6 | 94.9 | 6,030,178 | 23.3 | 29.3 | 0.6 | 3.5 |
| February | 66.8 | 93.8 | 5,832,920 | 25.6 | 31.4 | 0.5 | 3.7 |
| March | 68.1 | 95.1 | 5,954,970 | 23.9 | 29.3 | 0.6 | 3.5 |
| April | 67.8 | 97.8 | 6,821,666 | 25.4 | 31.5 | 1.2 | 3.3 |
| May | 67.9 | 96.4 | 6,640,016 | 25.9 | 32.3 | 1.3 | 3.5 |
| June | 67.9 | 98.2 | 6,501,097 | 25.1 | 31.6 | 1.0 | 3.4 |
| July | 68.4 | 104.4 | 7,162,476 | 27.3 | 34.1 | 0.9 | 3.3 |

TABLE C: CARRIER MEAN PROCESSING TIME AND
PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM,
JULY 1985 - JULY 1986

| Month | ALL HCFA-1500a | | | | | ASSIGNED HCFA-1500a | | | | | UNASSIGNED HCFA-1500a | | | | |
|-----------|-------------------------|------|----------------------|-----------|-----------|-------------------------|------|----------------------|-----------|-----------|-------------------------|------|----------------------|-----------|-----------|
| | Average Processing Time | | Percent Distribution | | | Average Processing Time | | Percent Distribution | | | Average Processing Time | | Percent Distribution | | |
| | In Days | Days | 1-15 Days | 1-30 Days | 1-60 Days | In Days | Days | 1-15 Days | 1-30 Days | 1-60 Days | In Days | Days | 1-15 Days | 1-30 Days | 1-60 Days |
| 1985 | | | | | | | | | | | | | | | |
| July | 17.2 | 58.3 | 86.2 | 97.1 | 97.1 | 16.3 | 61.9 | 86.5 | 97.1 | 97.1 | 19.4 | 49.8 | 85.4 | 97.0 | 97.0 |
| August | 16.2 | 60.7 | 87.6 | 97.4 | 97.4 | 15.3 | 64.1 | 88.4 | 97.5 | 97.5 | 18.3 | 52.8 | 85.6 | 97.3 | 97.3 |
| September | 15.6 | 62.8 | 89.4 | 97.5 | 97.5 | 14.8 | 64.9 | 90.1 | 97.6 | 97.6 | 17.5 | 57.8 | 87.8 | 97.4 | 97.4 |
| FY 1985 | 14.9 | 66.5 | 90.0 | 97.7 | 97.7 | 14.1 | 68.9 | 90.7 | 97.9 | 97.9 | 16.6 | 61.5 | 88.7 | 97.3 | 97.3 |
| October | 14.4 | 67.1 | 91.6 | 97.7 | 97.7 | 13.8 | 68.0 | 92.0 | 97.7 | 97.7 | 15.7 | 64.9 | 90.9 | 97.6 | 97.6 |
| November | 13.7 | 69.2 | 92.3 | 97.8 | 97.8 | 13.0 | 72.2 | 92.7 | 97.8 | 97.8 | 15.4 | 62.4 | 91.6 | 97.7 | 97.7 |
| December | 15.3 | 62.0 | 90.6 | 97.6 | 97.6 | 14.1 | 66.7 | 91.4 | 97.7 | 97.7 | 17.9 | 51.7 | 88.8 | 97.4 | 97.4 |
| CY 1985 | 15.2 | 65.3 | 89.9 | 97.6 | 97.6 | 14.4 | 67.9 | 90.5 | 97.7 | 97.7 | 17.0 | 59.5 | 88.6 | 97.3 | 97.3 |
| 1986 | | | | | | | | | | | | | | | |
| January | 17.3 | 56.1 | 88.0 | 97.2 | 97.2 | 15.9 | 60.2 | 89.2 | 97.4 | 97.4 | 20.3 | 47.5 | 85.5 | 96.9 | 96.9 |
| February | 17.8 | 53.8 | 88.1 | 97.2 | 97.2 | 16.6 | 58.1 | 89.1 | 97.3 | 97.3 | 20.4 | 44.8 | 86.0 | 96.8 | 96.8 |
| March | 18.8 | 51.6 | 85.3 | 97.4 | 97.4 | 17.5 | 55.6 | 86.1 | 97.6 | 97.6 | 21.6 | 43.1 | 83.5 | 96.8 | 96.8 |
| April | 19.6 | 48.3 | 83.9 | 97.0 | 97.0 | 18.3 | 52.5 | 85.5 | 97.3 | 97.3 | 22.8 | 38.9 | 80.2 | 96.2 | 96.2 |
| May | 20.5 | 45.6 | 81.1 | 96.9 | 96.9 | 18.9 | 50.4 | 83.5 | 97.3 | 97.3 | 24.2 | 35.1 | 76.0 | 96.0 | 96.0 |
| June | 21.4 | 44.5 | 77.6 | 96.4 | 96.4 | 19.3 | 49.1 | 81.7 | 96.9 | 96.9 | 26.0 | 34.2 | 68.5 | 95.2 | 95.2 |
| July | 22.2 | 43.7 | 76.6 | 95.1 | 95.1 | 19.8 | 48.7 | 80.8 | 96.4 | 96.4 | 27.5 | 32.6 | 67.3 | 92.3 | 92.3 |

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JULY, 1986

| CARRIER | CLAIMS RECEIVED | | | CLAIMS PROCESSED INCLUDING REPLICATES | | | | CLAIMS PENDING | | | |
|--|-----------------|--------------|---------|---------------------------------------|-----------|---------------------------|------------|-----------------------------|--------|------|------------------------|
| | TOTAL NUMBER | TOTAL NUMBER | CARRIER | TOTAL NUMBER | PAID | APPLIED TOWARD DEDUCTIBLE | DENIED | NUMBER EXCLUDING REPLICATES | TOTAL | | DAYS WORK OVER 30 DAYS |
| | | | | | | | | | NUMBER | HAND | |
| TOTAL | 26,198,808 | 27,363,317 | | 23,040,995 | 1,991,840 | 2,330,482 | 27,113,723 | 16,673,213 | 14.3 | 2.7 | 0.8 |
| BOSTON REGION | 1,706,634 | 1,694,864 | | 1,462,063 | 115,548 | 117,253 | 1,682,285 | 1,101,999 | 8.7 | 1.8 | 0.9 |
| CONNECTICUT GENERAL MASSACHUSETTS B/S TRI-STATE MAINE NEW HAMPSHIRE VERMONT RHODE ISLAND B/S | 376,970 | 406,214 | | 345,158 | 30,134 | 30,922 | 405,786 | 325,713 | 19.3 | 2.3 | 0.7 |
| | 843,462 | 817,046 | | 718,383 | 41,524 | 57,139 | 808,644 | 483,177 | 12.9 | 3.2 | 1.7 |
| | 298,980 | 286,751 | | 235,808 | 30,842 | 20,101 | 283,035 | 168,784 | 13.1 | 4.3 | 2.0 |
| | 130,289 | 128,732 | | 108,600 | 12,669 | 7,463 | 126,859 | 69,410 | 12.0 | 3.8 | 1.9 |
| | 103,608 | 98,355 | | 79,097 | 11,313 | 7,945 | 97,054 | 65,830 | 14.5 | 5.3 | 2.4 |
| | 65,083 | 59,664 | | 48,111 | 6,860 | 4,693 | 59,122 | 33,544 | 12.7 | 3.6 | 1.7 |
| | 187,222 | 184,853 | | 162,714 | 13,048 | 9,091 | 184,820 | 124,325 | 15.0 | 1.7 | 0.9 |
| NEW YORK REGION | 3,474,728 | 3,619,346 | | 3,038,256 | 221,965 | 359,125 | 3,589,154 | 2,712,461 | 17.4 | 3.6 | 0.8 |
| NEW JERSEY-PRUDENTIAL N.Y.-BINGHAMTON B/S N.Y.-NEW YORK B/S NEW YORK-GROUP HEALTH PUERTO RICO B/S PUERTO RICO VIRGIN ISLANDS | 882,014 | 1,018,906 | | 858,797 | 58,340 | 101,769 | 1,014,745 | 622,819 | 14.4 | 1.3 | 0.3 |
| | 578,577 | 516,934 | | 429,599 | 50,368 | 36,967 | 504,128 | 513,330 | 20.0 | 3.3 | 0.2 |
| | 1,616,499 | 1,564,103 | | 1,332,726 | 60,022 | 171,355 | 1,551,859 | 1,295,253 | 19.1 | 5.1 | 0.9 |
| | 217,060 | 249,352 | | 208,293 | 14,244 | 26,815 | 249,352 | 98,942 | 10.3 | 1.2 | 0.5 |
| | 180,578 | 270,051 | | 208,841 | 38,991 | 22,219 | 269,070 | 182,117 | 21.2 | 7.4 | 3.6 |
| | 180,109 | 269,642 | | 208,594 | 38,875 | 22,173 | 268,664 | 181,750 | 21.2 | 7.4 | 3.6 |
| | 469 | 409 | | 247 | 116 | 46 | 406 | 367 | 22.3 | 5.6 | 1.9 |
| PHILADELPHIA REGION | 3,060,627 | 3,075,185 | | 2,679,890 | 199,980 | 195,315 | 3,071,193 | 1,705,246 | 12.8 | 2.4 | 0.7 |
| MARYLAND B/S PENNSYLVANIA B/S DELAWARE DISTRICT OF COLUMBIA PENNSYLVANIA VIRGINIA-TRAVELERS WEST VIRGINIA-NATIONWIDE | 301,426 | 275,797 | | 233,379 | 18,597 | 23,821 | 275,750 | 258,098 | 19.1 | 9.7 | 2.9 |
| | 2,201,404 | 2,242,668 | | 1,987,114 | 127,959 | 127,959 | 2,239,752 | 1,001,201 | 10.7 | 1.4 | 0.4 |
| | 72,230 | 71,316 | | 62,255 | 5,425 | 3,636 | 71,250 | 14,802 | 5.1 | 1.0 | 0.4 |
| | 299,485 | 299,742 | | 266,658 | 10,365 | 22,719 | 299,220 | 131,419 | 10.4 | 1.5 | 0.6 |
| | 1,829,689 | 1,871,610 | | 1,658,201 | 111,805 | 101,604 | 1,869,282 | 854,980 | 11.0 | 1.4 | 0.4 |
| | 377,043 | 356,507 | | 297,900 | 33,436 | 25,171 | 355,877 | 318,590 | 17.6 | 2.3 | 0.3 |
| | 180,754 | 200,213 | | 161,497 | 20,352 | 18,364 | 199,814 | 127,357 | 15.8 | 1.6 | 0.3 |
| ATLANTA REGION | 4,633,360 | 4,977,837 | | 4,094,514 | 416,651 | 466,672 | 4,905,092 | 3,224,537 | 15.8 | 4.2 | 1.2 |
| ALABAMA B/S FLORIDA B/S GEORGIA-PRUDENTIAL KENTUCKY B/S MISSISSIPPI-TRAVELERS NORTH CAROLINA-PRUDENTIAL SOUTH CAROLINA B/S TENNESSEE-EQUITABLE | 434,539 | 487,366 | | 409,470 | 40,410 | 37,486 | 477,531 | 181,906 | 9.4 | 1.1 | 0.6 |
| | 1,862,336 | 1,950,046 | | 1,603,078 | 119,921 | 227,047 | 1,897,092 | 1,612,848 | 19.4 | 8.1 | 2.1 |
| | 456,707 | 568,619 | | 468,105 | 51,840 | 48,674 | 566,957 | 232,277 | 10.5 | 0.5 | 0.2 |
| | 330,570 | 339,971 | | 272,733 | 31,692 | 35,546 | 337,232 | 175,302 | 12.0 | 2.0 | 1.0 |
| | 210,387 | 229,418 | | 192,826 | 24,283 | 12,309 | 228,971 | 160,222 | 15.3 | 1.6 | 0.2 |
| | 676,843 | 720,880 | | 604,063 | 67,013 | 49,804 | 718,459 | 445,723 | 17.9 | 2.3 | 0.9 |
| | 235,269 | 254,574 | | 193,742 | 38,075 | 22,757 | 254,562 | 148,438 | 14.8 | 3.2 | 1.8 |
| | 426,709 | 426,963 | | 350,497 | 43,417 | 33,049 | 424,288 | 267,821 | 13.9 | 1.6 | 0.4 |

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JULY, 1986

| CARRIER | CLAIMS RECEIVED | | | CLAIMS PROCESSED INCLUDING REPLICATES | | | | CLAIMS PENDING | | | |
|---------------------------|-----------------|--------------|-----------|---------------------------------------|---------|-----------------------------|-----------|----------------|---------|-------------------|------|
| | TOTAL NUMBER | TOTAL NUMBER | PAID | APPLIED TOWARD DEDUCTIBLE | DENIED | NUMBER EXCLUDING REPLICATES | NUMBER | TOTAL | | DAYS WORK OVER 30 | |
| | | | | | | | | NUMBER | HAND ON | DAYS | DAYS |
| CHICAGO REGION | 4,626,179 | 4,955,762 | 4,036,725 | 440,583 | 478,454 | 4,927,095 | 2,125,405 | 10.4 | 1.6 | 0.4 | 0.4 |
| ILLINOIS B/S (HCSC) | 894,318 | 1,013,884 | 817,177 | 93,269 | 103,438 | 1,009,316 | 228,785 | 5.4 | 0.3 | 0.0* | 0.0* |
| INDIANA B/S | 559,482 | 590,146 | 454,639 | 74,774 | 60,733 | 570,906 | 327,500 | 15.1 | 3.6 | 1.0 | 1.0 |
| MICHIGAN B/S | 1,301,795 | 1,390,480 | 1,167,579 | 69,867 | 153,034 | 1,390,478 | 596,823 | 10.1 | 2.2 | 0.7 | 0.7 |
| MINNESOTA B/S | 130,502 | 132,386 | 99,795 | 21,994 | 10,597 | 132,002 | 56,690 | 9.4 | 1.6 | 0.6 | 0.6 |
| MINNESOTA-TRAVELERS | 154,732 | 155,724 | 130,649 | 11,005 | 14,070 | 155,147 | 72,821 | 10.1 | 1.5 | 0.6 | 0.6 |
| OHIO-NATIONWIDE | 1,093,793 | 1,139,393 | 924,104 | 107,438 | 107,851 | 1,135,497 | 708,014 | 15.1 | 1.4 | 0.2 | 0.2 |
| WISCONSIN B/S | 491,557 | 533,749 | 442,782 | 62,236 | 28,731 | 533,749 | 134,772 | 6.3 | 0.5 | 0.0* | 0.0* |
| DALLAS REGION | 2,160,346 | 2,341,388 | 2,100,677 | 131,976 | 108,735 | 2,324,278 | 1,539,368 | 16.2 | 3.0 | 1.2 | 1.2 |
| ARKANSAS B/S | 265,627 | 303,529 | 250,851 | 33,054 | 19,624 | 302,721 | 190,778 | 16.0 | 1.2 | 0.4 | 0.4 |
| LA.-ARK. B/S | 342,352 | 343,174 | 271,396 | 29,682 | 42,096 | 341,059 | 271,559 | 18.6 | 2.1 | 0.9 | 0.9 |
| NEW MEXICO-EQUITABLE | 101,539 | 116,140 | 98,176 | 10,572 | 7,392 | 115,725 | 55,875 | 12.0 | 0.8 | 0.2 | 0.2 |
| OKLAHOMA-AETNA | 257,722 | 243,858 | 198,918 | 25,550 | 19,390 | 238,749 | 138,130 | 12.6 | 0.7 | 0.1 | 0.1 |
| TEXAS B/S | 1,193,106 | 1,334,687 | 1,281,336 | 33,118 | 20,233 | 1,326,024 | 883,026 | 16.8 | 4.3 | 1.8 | 1.8 |
| KANSAS CITY REGION | 1,211,354 | 1,114,036 | 896,371 | 130,913 | 86,752 | 1,104,079 | 894,197 | 14.0 | 2.4 | 0.6 | 0.6 |
| IOWA B/S | 406,062 | 339,954 | 268,939 | 48,589 | 22,426 | 335,444 | 326,137 | 18.4 | 1.8 | 0.2 | 0.2 |
| IOWA | 272,444 | 242,772 | 192,934 | 35,512 | 14,326 | 240,032 | 206,997 | 17.1 | 1.6 | 0.1 | 0.1 |
| NEBRASKA | 133,618 | 97,182 | 76,005 | 13,077 | 8,100 | 95,412 | 119,140 | 22.2 | 2.3 | 0.3 | 0.3 |
| KANSAS B/S | 204,498 | 216,084 | 177,037 | 26,230 | 12,817 | 212,547 | 146,248 | 14.7 | 5.4 | 2.1 | 2.1 |
| MISSOURI B/S | 196,144 | 192,551 | 156,006 | 19,134 | 17,411 | 191,114 | 125,418 | 14.5 | 3.8 | 0.7 | 0.7 |
| MISSOURI-GENERAL AMERICAN | 404,650 | 365,447 | 294,389 | 36,960 | 34,098 | 364,974 | 296,394 | 16.6 | 2.1 | 0.7 | 0.7 |
| DENVER REGION | 591,734 | 597,215 | 488,609 | 68,537 | 40,069 | 592,705 | 265,330 | 9.8 | 1.2 | 0.3 | 0.3 |
| COLORADO B/S | 265,627 | 247,167 | 212,054 | 22,454 | 12,659 | 246,363 | 99,150 | 8.0 | 1.0 | 0.2 | 0.2 |
| MONTANA B/S | 71,324 | 90,739 | 69,579 | 12,830 | 8,330 | 89,705 | 44,952 | 15.2 | 2.6 | 1.1 | 1.1 |
| NORTH DAKOTA B/S | 135,260 | 135,219 | 110,523 | 17,095 | 7,601 | 134,613 | 46,610 | 7.8 | 0.5 | 0.0* | 0.0* |
| NORTH DAKOTA | 69,501 | 70,403 | 58,447 | 8,353 | 3,603 | 70,095 | 21,874 | 6.8 | 0.4 | 0.0* | 0.0* |
| SOUTH DAKOTA | 65,759 | 64,816 | 52,076 | 8,742 | 3,998 | 64,518 | 24,736 | 8.9 | 0.7 | 0.0* | 0.0* |
| UTAH B/S | 92,755 | 96,282 | 75,349 | 11,817 | 9,116 | 94,263 | 55,231 | 11.1 | 1.8 | 0.4 | 0.4 |
| WYOMING-EQUITABLE | 26,768 | 27,808 | 21,104 | 4,341 | 2,363 | 27,761 | 19,387 | 20.9 | 0.7 | 0.4 | 0.4 |
| SAN FRANCISCO REGION | 3,234,491 | 3,595,651 | 3,087,355 | 153,333 | 354,963 | 3,533,347 | 2,175,728 | 14.6 | 2.3 | 0.9 | 0.9 |
| ARIZONA-NEVADA-AETNA | 396,699 | 382,601 | 316,630 | 21,086 | 44,885 | 375,931 | 276,064 | 14.6 | 2.6 | 1.0 | 1.0 |
| ARIZONA | 317,461 | 307,450 | 254,528 | 16,647 | 36,275 | 301,910 | 221,310 | 14.4 | 2.5 | 0.9 | 0.9 |
| NEVADA | 79,238 | 75,151 | 62,102 | 4,439 | 8,610 | 74,021 | 54,754 | 15.4 | 3.0 | 1.0 | 1.0 |
| CALIFORNIA B/S | 1,262,794 | 1,497,994 | 1,276,234 | 75,982 | 145,778 | 1,492,637 | 831,711 | 14.7 | 3.3 | 1.4 | 1.4 |
| CALIFORNIA-OCCIDENTAL | 1,481,549 | 1,618,236 | 1,410,754 | 49,161 | 158,321 | 1,568,409 | 1,000,151 | 14.4 | 1.5 | 0.4 | 0.4 |
| HAWAII-AETNA | 93,449 | 96,820 | 83,737 | 7,104 | 5,979 | 96,370 | 67,802 | 16.7 | 1.2 | 0.5 | 0.5 |

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JULY, 1986

| CARRIER | CLAIMS RECEIVED | | | CLAIMS PROCESSED INCLUDING REPLICATES | | | CLAIMS PENDING | | |
|--------------------------|-----------------|--------------|-----------|---------------------------------------|---------|-----------------------------|----------------|-------------------|-------------------|
| | TOTAL NUMBER | TOTAL NUMBER | PAID | APPLIED TOWARD DEDUCTIBLE | DENIED | NUMBER EXCLUDING REPLICATES | TOTAL | | DAYS WORK OVER 60 |
| | | | | | | | NUMBER | DAYS WORK ON HAND | |
| SEATTLE REGION | 826,999 | 779,788 | 659,291 | 64,131 | 56,366 | 773,536 | 422,800 | 11.5 | 0.1 |
| ALASKA-OREGON-AETNA | 273,801 | 250,662 | 209,990 | 21,518 | 19,154 | 247,733 | 173,800 | 14.7 | 0.1 |
| ALASKA | 10,407 | 7,627 | 6,174 | 472 | 981 | 7,515 | 4,155 | 10.5 | 0.2 |
| OREGON | 263,394 | 243,035 | 203,816 | 21,046 | 18,173 | 240,218 | 169,645 | 14.9 | 0.1 |
| IDAHO-EQUITABLE | 79,630 | 66,505 | 53,548 | 8,357 | 4,600 | 66,358 | 54,955 | 17.2 | 0.0* |
| WASHINGTON B/S | 473,568 | 462,621 | 395,753 | 34,256 | 32,612 | 459,445 | 194,045 | 9.1 | 0.1 |
| CLALLAM | 6,369 | 9,508 | 8,095 | 818 | 595 | 9,485 | 578 | 1.7 | 0.0* |
| COWLITZ | 8,365 | 8,645 | 7,473 | 770 | 402 | 8,613 | 1,179 | 2.8 | 0.0* |
| GRAYS HARBOR | 9,044 | 8,929 | 7,666 | 850 | 413 | 8,893 | 2,599 | 6.8 | 0.0* |
| KING | 198,504 | 182,238 | 158,162 | 10,914 | 13,162 | 181,253 | 76,457 | 9.4 | 0.1 |
| KITSAP | 18,926 | 18,543 | 15,759 | 1,614 | 1,170 | 18,490 | 7,905 | 9.3 | 0.1 |
| PIERCE | 65,989 | 65,905 | 56,607 | 4,197 | 5,101 | 64,997 | 32,189 | 11.3 | 0.2 |
| SKAGIT | 13,699 | 14,574 | 12,174 | 1,514 | 886 | 14,485 | 1,361 | 2.2 | 0.0* |
| SNOHOMISH | 23,999 | 22,933 | 18,975 | 2,185 | 1,773 | 22,628 | 7,521 | 6.9 | 0.1 |
| SPOKANE | 109,158 | 112,524 | 95,069 | 9,386 | 8,069 | 111,845 | 58,010 | 12.4 | 0.1 |
| WALLA WALLA | 6,984 | 6,416 | 5,372 | 699 | 345 | 6,405 | 2,616 | 8.1 | 0.4 |
| WHATCOM | 12,531 | 12,406 | 10,401 | 1,309 | 696 | 12,351 | 3,630 | 6.1 | 0.0* |
| RRB-TRAVELERS | 672,356 | 612,245 | 497,244 | 48,223 | 66,778 | 610,959 | 506,142 | 16.9 | 0.3 |
| AETNA | 1,021,671 | 973,941 | 809,275 | 75,258 | 89,408 | 958,783 | 655,796 | 14.3 | 0.5 |
| EQUITABLE | 634,646 | 637,416 | 523,325 | 66,687 | 47,404 | 634,132 | 398,038 | 14.2 | 0.4 |
| NATIONWIDE | 1,274,547 | 1,339,606 | 1,085,601 | 127,790 | 126,215 | 1,335,311 | 835,371 | 15.2 | 0.2 |
| PRUDENTIAL | 2,015,564 | 2,308,405 | 1,930,965 | 177,193 | 200,247 | 2,300,161 | 1,300,819 | 14.4 | 0.4 |
| TRAVELERS (RRB-EXCLUDED) | 742,162 | 741,649 | 621,375 | 68,724 | 51,550 | 739,995 | 551,633 | 15.4 | 0.3 |

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JULY, 1986

| CARRIER | CLAIMS RECEIVED VIA ELECTRONIC MEDIA | | | | | | REPLICATE CLAIMS | |
|---------------------------------------|--------------------------------------|-------------------|-----------|----------------------------------|--|---|------------------|--|
| | ASSIGN RATE | RATIO PROC/ REC'D | TOTAL | | HCFA-1500'S | | | |
| | | | NUMBER | PERCENT OF TOTAL CLAIMS RECEIVED | ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED | UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED | | |
| | | | | | | | | PERCENT OF TOTAL CLAIMS INVESTIGATION RATE |
| TOTAL | 68.4 | 104.4 | 7,162,476 | 27.3 | 34.1 | 12.7 | 0.9 | 3.3 |
| BOSTON REGION | 83.1 | 99.3 | 335,359 | 19.7 | 22.6 | 5.2 | 0.7 | 5.4 |
| CONNECTICUT GENERAL MASSACHUSETTS B/S | 66.5 | 107.8 | 79,176 | 21.0 | 30.7 | 1.8 | 0.1 | 4.3 |
| MASSACHUSETTS TRI-STATE | 94.5 | 96.9 | 187,721 | 22.3 | 23.5 | 0.8 | 1.0 | 6.0 |
| MAINE | 66.0 | 95.9 | 34,623 | 11.6 | 11.3 | 12.1 | 1.3 | 8.3 |
| NEW HAMPSHIRE | 75.2 | 98.8 | 820 | 0.6 | 0.8 | 0.0 | 1.5 | 8.9 |
| VERMONT | 55.6 | 94.9 | 14,614 | 14.1 | 13.0 | 15.4 | 1.3 | 8.0 |
| RHODE ISLAND B/S | 64.4 | 91.7 | 19,189 | 29.5 | 33.3 | 22.5 | 0.9 | 7.3 |
| | 93.0 | 98.7 | 33,839 | 18.1 | 19.4 | 0.0 | 0.0* | 0.5 |
| NEW YORK REGION | 72.7 | 104.2 | 988,150 | 28.4 | 37.3 | 5.0 | 0.8 | 3.0 |
| NEW JERSEY-PRUDENTIAL | 66.6 | 115.5 | 255,444 | 29.0 | 40.8 | 5.4 | 0.4 | 1.3 |
| N.Y.-BINGHAMTON B/S | 74.1 | 89.3 | 113,973 | 19.7 | 25.3 | 3.7 | 2.5 | 3.5 |
| N.Y.-NEW YORK B/S | 74.6 | 96.8 | 533,163 | 33.0 | 42.1 | 6.3 | 0.8 | 4.0 |
| NEW YORK-GROUP HEALTH | 70.7 | 114.9 | 75,784 | 34.9 | 49.3 | 0.3 | 0.0 | 1.7 |
| PUERTO RICO B/S | 82.9 | 149.5 | 9,786 | 5.4 | 6.6 | 0.0 | 0.4 | 4.6 |
| PUERTO RICO | 82.9 | 149.7 | 9,786 | 5.4 | 6.6 | 0.0 | 0.4 | 4.6 |
| VIRGIN ISLANDS | 76.5 | 87.2 | 0 | 0.0 | 0.0 | 0.0 | 0.7 | 12.5 |
| PHILADELPHIA REGION | 82.4 | 100.5 | 776,770 | 25.4 | 29.0 | 8.6 | 0.1 | 2.5 |
| MARYLAND B/S | 84.4 | 91.5 | 93,284 | 30.9 | 30.9 | 30.9 | 0.0* | 3.7 |
| PENNSYLVANIA B/S | 86.8 | 101.9 | 531,223 | 24.1 | 27.8 | 0.2 | 0.1 | 2.4 |
| DELAWARE | 78.2 | 98.7 | 17,519 | 24.3 | 31.0 | 0.1 | 0.1 | 2.6 |
| DISTRICT OF COLUMBIA | 76.6 | 100.1 | 94,815 | 31.7 | 41.3 | 0.2 | 0.2 | 3.1 |
| PENNSYLVANIA | 88.8 | 102.3 | 418,889 | 22.9 | 25.8 | 0.2 | 0.1 | 2.3 |
| VIRGINIA-TRAVELERS | 59.9 | 94.6 | 110,725 | 29.4 | 37.3 | 17.5 | 0.2 | 1.7 |
| WEST VIRGINIA-NATIONWIDE | 72.0 | 110.8 | 41,538 | 23.0 | 28.1 | 9.8 | 0.2 | 3.0 |
| ATLANTA REGION | 65.0 | 107.4 | 1,593,292 | 34.4 | 44.3 | 15.9 | 1.5 | 3.8 |
| ALABAMA B/S | 76.2 | 112.2 | 221,009 | 50.9 | 53.0 | 44.1 | 2.0 | 2.5 |
| FLORIDA B/S | 63.4 | 104.7 | 681,931 | 36.6 | 46.7 | 19.1 | 2.7 | 5.8 |
| GEORGIA-PRUDENTIAL | 66.7 | 124.5 | 127,526 | 27.9 | 38.3 | 7.2 | 0.3 | 0.4 |
| KENTUCKY B/S | 63.3 | 102.8 | 81,186 | 24.6 | 29.2 | 16.6 | 0.8 | 6.4 |
| MISSISSIPPI-TRAVELERS | 70.5 | 109.0 | 48,335 | 23.0 | 28.4 | 10.0 | 0.2 | 2.1 |
| NORTH CAROLINA-PRUDENTIAL | 69.2 | 106.5 | 251,039 | 37.1 | 52.0 | 3.6 | 0.3 | 2.9 |
| SOUTH CAROLINA B/S | 59.6 | 108.2 | 109,325 | 46.5 | 59.0 | 28.0 | 0.0* | 0.7 |
| TENNESSEE-EQUITABLE | 53.7 | 100.1 | 72,941 | 17.1 | 27.4 | 5.1 | 0.6 | 2.5 |

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JULY, 1986

| CARRIER | CLAIMS RECEIVED VIA ELECTRONIC MEDIA | | | | | | | REPLICATE CLAIMS |
|---------------------------|--------------------------------------|-------------------|-----------|----------------------------------|--------------------------|---------------------------|-----------------------------------|------------------|
| | ASSIGN RATE | RATIO PROC/ REC'D | TOTAL | | HCFA-1500'S | | | |
| | | | NUMBER | PERCENT OF TOTAL CLAIMS RECEIVED | ASS'G'D. 1500'S RECEIVED | UNASS'G'D 1500'S RECEIVED | | |
| | | | | | | | PERCENT OF TOTAL CLAIMS PROCESSED | |
| CHICAGO REGION | 65.6 | 107.1 | 1,582,454 | 34.2 | 42.4 | 18.7 | 0.6 | 2.1 |
| ILLINOIS B/S (HCSC) | 61.8 | 113.4 | 244,088 | 27.3 | 34.4 | 15.8 | 0.5 | 2.5 |
| INDIANA B/S | 56.6 | 105.5 | 119,441 | 21.3 | 26.1 | 15.2 | 3.3 | 0.3 |
| MICHIGAN B/S | 88.4 | 106.8 | 678,073 | 52.1 | 57.1 | 13.7 | 0.0* | 1.7 |
| MINNESOTA B/S | 34.9 | 101.4 | 56,432 | 43.2 | 41.6 | 44.1 | 0.3 | 4.9 |
| MINNESOTA-TRAVELERS | 49.3 | 100.6 | 82,500 | 53.3 | 57.7 | 49.1 | 0.4 | 3.0 |
| OHIO-NATIONWIDE | 57.6 | 104.2 | 307,734 | 28.1 | 38.9 | 13.5 | 0.3 | 3.2 |
| WISCONSIN B/S | 53.5 | 108.6 | 94,186 | 19.2 | 18.0 | 20.7 | 0.0 | 1.0 |
| DALLAS REGION | 63.1 | 108.4 | 436,897 | 20.2 | 26.5 | 9.4 | 0.7 | 4.9 |
| ARKANSAS B/S | 71.3 | 114.3 | 38,072 | 14.3 | 16.6 | 8.7 | 0.3 | 3.6 |
| LA.-ARK. B/S | 64.9 | 100.2 | 70,522 | 20.6 | 26.3 | 10.1 | 0.6 | 5.5 |
| NEW MEXICO-EQUITABLE | 69.3 | 114.4 | 14,169 | 14.0 | 17.2 | 6.7 | 0.4 | 3.0 |
| OKLAHOMA-AETNA | 48.9 | 94.6 | 49,590 | 19.2 | 28.4 | 10.5 | 2.1 | 2.6 |
| TEXAS B/S | 63.2 | 111.9 | 264,544 | 22.2 | 29.7 | 9.3 | 0.6 | 5.7 |
| KANSAS CITY REGION | 56.6 | 92.0 | 376,484 | 31.1 | 39.8 | 19.7 | 0.9 | 5.1 |
| IOWA B/S | 46.0 | 83.7 | 68,770 | 16.9 | 23.9 | 11.0 | 1.3 | 4.0 |
| IOWA | 49.5 | 89.1 | 60,902 | 22.4 | 27.3 | 17.5 | 1.1 | 3.6 |
| NEBRASKA | 38.8 | 72.7 | 7,868 | 5.9 | 15.1 | 0.1 | 1.8 | 5.1 |
| KANSAS B/S | 67.7 | 105.7 | 67,212 | 32.9 | 35.3 | 27.7 | 1.6 | 3.1 |
| MISSOURI B/S | 71.3 | 98.2 | 82,172 | 41.9 | 49.8 | 22.2 | 0.7 | 5.3 |
| MISSOURI-GENERAL AMERICAN | 54.5 | 90.3 | 158,330 | 39.1 | 49.8 | 26.3 | 0.1 | 7.4 |
| DENVER REGION | 51.4 | 100.9 | 83,991 | 14.2 | 14.3 | 14.1 | 0.8 | 4.9 |
| COLORADO B/S | 58.5 | 93.1 | 32,116 | 12.1 | 12.9 | 11.0 | 0.3 | 5.8 |
| MONTANA B/S | 40.4 | 127.2 | 4,206 | 5.9 | 1.7 | 8.7 | 1.1 | 4.3 |
| NORTH DAKOTA B/S | 37.2 | 100.0 | 31,005 | 22.9 | 18.7 | 25.4 | 0.4 | 4.3 |
| NORTH DAKOTA | 37.7 | 101.3 | 25,132 | 36.2 | 28.3 | 40.9 | 0.4 | 3.8 |
| SOUTH DAKOTA | 36.7 | 98.6 | 5,873 | 8.9 | 8.4 | 9.2 | 0.5 | 4.9 |
| UTAH B/S | 64.0 | 103.8 | 15,476 | 16.7 | 20.6 | 9.7 | 2.1 | 5.6 |
| WYOMING-EQUITABLE | 37.3 | 103.9 | 1,188 | 4.4 | 11.9 | 0.0 | 0.2 | 0.0* |
| SAN FRANCISCO REGION | 70.7 | 111.2 | 882,965 | 27.3 | 33.0 | 13.5 | 1.7 | 2.7 |
| ARIZONA-NEVADA-AETNA | 60.0 | 96.4 | 85,469 | 21.5 | 30.2 | 8.4 | 1.7 | 3.4 |
| ARIZONA | 55.4 | 96.8 | 66,163 | 20.8 | 30.4 | 9.0 | 1.8 | 3.5 |
| NEVADA | 78.8 | 94.8 | 19,306 | 24.4 | 29.6 | 3.6 | 1.5 | 2.9 |
| CALIFORNIA B/S | 69.3 | 118.6 | 347,634 | 27.5 | 33.0 | 15.1 | 0.4 | 3.7 |
| CALIFORNIA-OCCIDENTAL | 75.0 | 109.2 | 436,613 | 29.5 | 34.9 | 13.2 | 3.1 | 1.7 |
| HAWAII-AETNA | 66.0 | 103.6 | 13,249 | 14.2 | 9.7 | 22.9 | 0.5 | 3.2 |

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JULY, 1986

| CARRIER | CLAIMS RECEIVED VIA ELECTRONIC MEDIA | | | | | | | | | | REPLICATE CLAIMS | CLAIMS INVESTIGATION RATE |
|--------------------------|--------------------------------------|----------------------------------|------------------------|-----------------------------------|-------------------------|------------------------------------|-----------------------------------|------|--|--|------------------|---------------------------|
| | TOTAL | | | HCFA-1500'S | | | UNASSIGNED | | | | | |
| | NUMBER | PERCENT OF TOTAL CLAIMS RECEIVED | ASS'D. 1500'S RECEIVED | PERCENT OF ASS'D. 1500'S RECEIVED | UNASS'D 1500'S RECEIVED | PERCENT OF UNASS'D 1500'S RECEIVED | PERCENT OF TOTAL CLAIMS PROCESSED | | | | | |
| | | | | | | | | | | | | |
| SEATTLE REGION | 45.8 | 94.3 | 99,406 | 12.0 | 16.7 | 8.1 | 0.8 | 2.3 | | | | |
| ALASKA-OREGON-AETNA | 43.2 | 91.5 | 37,242 | 13.6 | 15.5 | 12.1 | 1.2 | 1.4 | | | | |
| ALASKA | 62.1 | 73.3 | 0 | 0.0 | 0.0 | 0.0 | 1.5 | 2.0 | | | | |
| OREGON | 42.5 | 92.3 | 37,242 | 14.1 | 16.4 | 12.5 | 1.2 | 1.4 | | | | |
| IDAHO-EQUITABLE | 33.3 | 83.5 | 6,230 | 7.8 | 13.2 | 5.1 | 0.2 | 0.0* | | | | |
| WASHINGTON B/S | 49.4 | 97.7 | 55,934 | 11.8 | 17.7 | 6.0 | 0.7 | 3.1 | | | | |
| CLALLAM | 27.4 | 149.3 | 310 | 4.9 | 17.8 | 0.0 | 0.2 | 14.5 | | | | |
| COWLITZ | 56.5 | 103.3 | 0 | 0.0 | 0.0 | 0.0 | 0.4 | 4.7 | | | | |
| GRAYS HARBOR | 59.9 | 98.7 | 0 | 0.0 | 0.0 | 0.0 | 0.4 | 2.7 | | | | |
| KING | 48.9 | 91.8 | 32,025 | 16.1 | 26.2 | 6.5 | 0.5 | 2.0 | | | | |
| KITSAP | 33.9 | 98.0 | 1,842 | 9.7 | 3.4 | 13.0 | 0.3 | 9.2 | | | | |
| PIERCE | 52.8 | 99.9 | 4,788 | 7.3 | 2.8 | 1.4 | 1.4 | 1.4 | | | | |
| SKAGIT | 30.5 | 106.4 | 1,575 | 11.5 | 13.1 | 10.8 | 0.6 | 2.6 | | | | |
| SNOHOMISH | 47.1 | 95.6 | 576 | 2.4 | 3.3 | 1.6 | 1.3 | 5.7 | | | | |
| SPOKANE | 54.7 | 103.1 | 14,307 | 13.1 | 21.9 | 2.5 | 0.6 | 1.4 | | | | |
| WALLA WALLA | 32.8 | 91.9 | 0 | 0.0 | 0.0 | 0.0 | 0.2 | 12.5 | | | | |
| WHATCOM | 51.4 | 99.0 | 511 | 4.1 | 7.8 | 0.2 | 0.4 | 15.8 | | | | |
| RRB-TRAVELERS | 59.6 | 91.1 | 6,708 | 1.0 | 1.2 | 0.7 | 0.2 | 0.6 | | | | |
| AETNA | 53.3 | 95.3 | 185,550 | 18.2 | 24.3 | 11.1 | 1.6 | 2.6 | | | | |
| EQUITABLE | 53.0 | 100.4 | 94,528 | 14.9 | 23.7 | 5.0 | 0.5 | 2.3 | | | | |
| NATIONWIDE | 59.6 | 105.1 | 349,272 | 27.4 | 37.1 | 13.1 | 0.3 | 3.2 | | | | |
| PRUDENTIAL | 67.5 | 114.5 | 634,009 | 31.5 | 44.1 | 5.2 | 0.4 | 1.6 | | | | |
| TRAVELERS (RRB-EXCLUDED) | 60.7 | 99.9 | 241,560 | 32.5 | 37.8 | 24.4 | 0.2 | 2.1 | | | | |

* LESS THAN 0.05

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:
JULY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
JULY 1986

| CARRIER | NUMBER OF CLAIMS | PROCESSING TIME | | | | AGE OF PENDING CLAIMS | | | | | |
|--|-----------------------------|-------------------------------|-------------------------|----------------------|----------------------|-----------------------|-----------------------------|-------------------------|----------------------|----------------------|----------------------|
| | | AVERAGE PROCESSING TIME | PERCENTAGE DISTRIBUTION | | | | NUMBER OF CLAIMS | PERCENTAGE DISTRIBUTION | | | |
| | | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | 1-90 DAYS | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | 1-90 DAYS |
| TOTAL | 27,317,170 | 22.2 | 43.7 | 76.6 | 95.1 | 98.7 | 16,561,578 | 59.8 | 81.0 | 94.2 | 97.2 |
| BOSTON REGION | 1,691,704 | 20.0 | 64.7 | 77.4 | 89.3 | 98.2 | 1,093,600 | 64.8 | 79.3 | 90.1 | 94.6 |
| CONNECTICUT GENERAL MASSACHUSETTS B/S | 403,054 | 36.2 | 23.3 | 34.7 | 69.0 | 99.1 | 324,719 | 64.0 | 88.0 | 96.2 | 98.8 |
| MAINE NEW HAMPSHIRE | 817,046 286,751 | 15.8 17.7 | 75.3 74.9 | 91.0 86.2 | 96.1 92.5 | 98.2 96.3 | 480,400 168,743 | 64.0 54.4 | 75.4 67.2 | 87.0 84.7 | 92.3 91.7 |
| VERMONT | 128,732 | 16.9 | 78.6 | 87.2 | 93.6 | 96.8 | 69,407 | 55.1 | 68.3 | 84.5 | 91.9 |
| RHODE ISLAND B/S | 98,355 59,664 184,853 | 19.6 15.9 7.0 | 68.7 76.8 92.1 | 83.9 87.7 96.6 | 90.6 93.5 98.1 | 95.3 96.9 98.7 | 65,792 33,544 119,738 | 50.4 60.5 84.6 | 63.8 71.8 88.4 | 83.8 86.7 93.7 | 90.7 93.0 96.3 |
| NEW YORK REGION | 3,615,979 | 25.8 | 31.7 | 57.8 | 95.7 | 99.1 | 2,704,880 | 53.9 | 79.3 | 95.6 | 98.3 |
| NEW JERSEY-PRUDENTIAL | 1,018,906 | 22.4 | 31.9 | 75.6 | 98.5 | 99.5 | 622,819 | 81.8 | 91.3 | 97.8 | 99.0 |
| N.Y.-BINGHAMTON B/S | 516,934 | 27.6 | 20.6 | 40.9 | 98.1 | 99.4 | 513,330 | 42.2 | 83.4 | 98.8 | 99.6 |
| N.Y.-NEW YORK B/S | 1,560,736 | 27.2 | 38.2 | 48.3 | 92.7 | 98.7 | 1,289,364 | 45.5 | 73.2 | 95.1 | 98.8 |
| NEW YORK-GROUP HEALTH | 249,352 | 19.7 | 44.6 | 81.7 | 98.1 | 99.3 | 98,418 | 75.4 | 87.9 | 95.6 | 98.0 |
| PUERTO RICO B/S | 270,051 | 32.7 | 3.6 | 56.5 | 95.4 | 98.9 | 180,949 | 40.0 | 65.1 | 83.1 | 88.0 |
| PUERTO RICO | 269,642 | 32.7 | 3.6 | 56.4 | 95.4 | 98.9 | 180,582 | 40.0 | 65.1 | 83.1 | 88.0 |
| VIRGIN ISLANDS | 409 | 32.1 | 5.9 | 80.4 | 90.5 | 93.4 | 367 | 42.5 | 74.9 | 91.6 | 95.4 |
| PHILADELPHIA REGION | 3,075,181 | 19.1 | 47.6 | 82.6 | 97.7 | 99.2 | 1,705,243 | 59.6 | 81.6 | 94.9 | 97.8 |
| MARYLAND B/S | 275,797 | 24.6 | 56.7 | 74.1 | 89.8 | 96.3 | 258,098 | 30.4 | 49.3 | 84.9 | 93.2 |
| PENNSYLVANIA B/S | 2,242,664 | 16.8 | 51.9 | 89.9 | 98.5 | 99.5 | 1,001,198 | 70.7 | 87.2 | 96.0 | 98.1 |
| DELAWARE | 71,316 | 7.2 | 89.3 | 95.6 | 98.8 | 99.7 | 14,802 | 64.2 | 80.1 | 91.1 | 95.5 |
| DISTRICT OF COLUMBIA | 299,741 | 16.7 | 47.8 | 91.2 | 98.5 | 99.6 | 131,419 | 73.9 | 85.4 | 94.2 | 96.7 |
| PENNSYLVANIA | 1,871,607 | 17.2 | 51.2 | 89.5 | 98.5 | 99.5 | 854,977 | 70.3 | 87.6 | 96.4 | 98.4 |
| VIRGINIA-TRAVELERS | 356,507 | 25.2 | 27.9 | 55.3 | 98.6 | 99.4 | 318,590 | 49.2 | 86.8 | 98.3 | 99.7 |
| WEST VIRGINIA-NATIONWIDE | 200,213 | 25.6 | 21.7 | 60.8 | 98.4 | 99.7 | 127,357 | 57.6 | 89.9 | 98.2 | 99.6 |
| ATLANTA REGION | 4,977,828 | 24.1 | 48.2 | 75.1 | 90.0 | 97.9 | 3,190,411 | 54.5 | 73.2 | 92.1 | 95.9 |
| ALABAMA B/S | 487,366 | 12.4 | 77.8 | 98.9 | 99.4 | 99.6 | 181,906 | 80.9 | 88.0 | 93.7 | 96.1 |
| FLORIDA B/S | 1,950,037 | 30.0 | 43.8 | 59.2 | 78.2 | 96.1 | 1,580,326 | 34.0 | 58.4 | 89.2 | 94.3 |
| GEORGIA-PRUDENTIAL | 568,619 | 17.9 | 39.1 | 92.2 | 98.9 | 99.6 | 232,277 | 87.4 | 95.1 | 98.2 | 99.3 |
| KENTUCKY B/S | 339,971 | 19.7 | 53.8 | 87.9 | 96.1 | 98.3 | 175,302 | 67.7 | 83.0 | 91.6 | 94.5 |
| MISSISSIPPI-TRAVELERS | 229,418 | 24.1 | 33.3 | 70.6 | 97.8 | 99.1 | 160,222 | 57.4 | 89.7 | 98.6 | 99.5 |
| NORTH CAROLINA-PRUDENTIAL | 720,880 | 23.4 | 60.5 | 82.5 | 97.6 | 99.2 | 445,723 | 80.4 | 87.3 | 95.1 | 98.2 |
| SOUTH CAROLINA B/S | 254,574 | 25.3 | 43.8 | 60.9 | 93.2 | 98.0 | 148,314 | 73.7 | 78.3 | 87.9 | 93.9 |
| TENNESSEE-EQUITABLE | 426,963 | 22.1 | 32.4 | 85.4 | 97.1 | 98.7 | 266,341 | 64.9 | 88.7 | 96.8 | 98.4 |

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:
JULY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
JULY, 1986

| CARRIER | REGION | PROCESSING TIME | | | | | AGE OF PENDING CLAIMS | | | | | |
|---------------------------|--------|------------------------|-------------------------------|-------------------------|--------------|--------------|------------------------|-------------------------|--------------|--------------|------|-------|
| | | NUMBER OF CLAIMS | AVERAGE PROCESSING TIME | PERCENTAGE DISTRIBUTION | | | NUMBER OF CLAIMS | PERCENTAGE DISTRIBUTION | | | | |
| | | | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | | |
| CHICAGO | REGION | 4,952,452 | 19.0 | 56.2 | 81.4 | 97.3 | 98.7 | 2,116,499 | 62.5 | 84.9 | 95.9 | 98.0 |
| ILLINOIS B/S (HCSC) | | 1,013,884 | 10.6 | 86.8 | 95.3 | 99.5 | 99.9 | 228,785 | 85.3 | 94.4 | 99.1 | 99.8 |
| INDIANA B/S | | 590,146 | 24.4 | 45.7 | 53.1 | 93.4 | 97.9 | 319,203 | 46.5 | 76.4 | 93.4 | 97.9 |
| MICHIGAN B/S | | 1,390,471 | 24.0 | 49.5 | 85.8 | 95.7 | 96.9 | 596,791 | 61.6 | 77.9 | 92.7 | 94.8 |
| MINNESOTA B/S | | 132,386 | 15.6 | 66.1 | 89.2 | 97.0 | 98.7 | 56,690 | 66.1 | 83.4 | 93.5 | 97.3 |
| MINNESOTA-TRAVELERS | | 155,724 | 15.1 | 48.3 | 94.1 | 97.7 | 99.2 | 72,821 | 72.1 | 85.5 | 93.9 | 98.9 |
| OHIO-NATIONWIDE | | 1,139,393 | 23.4 | 27.7 | 69.4 | 98.5 | 99.7 | 708,014 | 58.2 | 90.5 | 98.5 | 99.6 |
| WISCONSIN B/S | | 530,448 | 8.6 | 88.0 | 95.3 | 99.6 | 100.0 | 134,195 | 81.0 | 91.6 | 99.3 | 99.8 |
| DALLAS | REGION | 2,333,790 | 25.9 | 26.6 | 72.0 | 95.2 | 98.1 | 1,535,631 | 54.2 | 81.8 | 92.5 | 95.9 |
| ARKANSAS B/S | | 303,393 | 25.7 | 14.9 | 81.8 | 98.1 | 99.3 | 190,563 | 68.4 | 92.8 | 97.7 | 99.1 |
| LA.-ARK. B/S | | 337,131 | 27.2 | 19.3 | 81.1 | 94.4 | 97.4 | 268,732 | 63.6 | 88.5 | 95.3 | 97.7 |
| NEW MEXICO-EQUITABLE | | 116,140 | 21.9 | 32.6 | 82.3 | 98.6 | 99.5 | 55,875 | 68.3 | 93.5 | 98.3 | 99.4 |
| OKLAHOMA-AETNA | | 242,439 | 17.3 | 49.9 | 93.7 | 99.0 | 99.9 | 137,435 | 81.3 | 94.6 | 99.2 | 99.8 |
| TEXAS B/S | | 1,334,687 | 27.6 | 26.3 | 62.6 | 93.7 | 97.5 | 883,026 | 43.2 | 74.6 | 89.1 | 93.8 |
| KANSAS CITY | REGION | 1,102,359 | 22.1 | 38.3 | 81.0 | 96.4 | 99.1 | 881,098 | 51.4 | 82.6 | 95.5 | 98.2 |
| IOWA B/S | | 338,606 | 24.3 | 19.4 | 78.7 | 98.1 | 99.7 | 325,633 | 54.1 | 90.0 | 99.1 | 99.8 |
| IOWA | | 241,974 | 22.7 | 23.2 | 81.0 | 98.6 | 99.8 | 206,671 | 53.7 | 90.4 | 99.2 | 99.9 |
| NEBRASKA | | 96,632 | 28.1 | 9.9 | 72.9 | 96.7 | 99.4 | 118,962 | 54.8 | 89.4 | 98.8 | 99.8 |
| KANSAS B/S | | 205,755 | 22.4 | 49.7 | 73.6 | 92.5 | 97.8 | 133,653 | 40.5 | 63.2 | 85.8 | 94.4 |
| MISSOURI B/S | | 192,551 | 19.7 | 53.2 | 78.0 | 95.8 | 99.1 | 125,418 | 49.9 | 73.7 | 95.2 | 98.0 |
| MISSOURI-GENERAL AMERICAN | | 365,447 | 21.1 | 41.6 | 88.8 | 97.4 | 99.3 | 296,394 | 53.9 | 87.1 | 95.9 | 98.2 |
| DENVER | REGION | 595,512 | 15.8 | 70.8 | 89.1 | 97.2 | 99.3 | 246,080 | 75.5 | 87.6 | 96.6 | 98.8 |
| COLORADO B/S | | 247,167 | 13.4 | 81.5 | 92.6 | 98.1 | 99.6 | 90,247 | 73.4 | 86.9 | 97.0 | 99.3 |
| MONTANA B/S | | 90,739 | 26.9 | 24.2 | 71.2 | 94.6 | 98.8 | 44,952 | 68.3 | 83.1 | 92.7 | 96.9 |
| NORTH DAKOTA B/S | | 133,516 | 12.2 | 83.6 | 95.5 | 99.0 | 99.8 | 45,275 | 83.7 | 93.3 | 99.5 | 99.9 |
| NORTH DAKOTA | | 69,746 | 11.3 | 85.9 | 96.5 | 99.2 | 99.9 | 21,281 | 86.1 | 94.1 | 99.4 | 100.0 |
| SOUTH DAKOTA | | 63,770 | 13.2 | 81.1 | 94.3 | 98.9 | 99.8 | 23,994 | 81.6 | 92.7 | 99.5 | 99.9 |
| UTAH B/S | | 96,282 | 18.0 | 64.5 | 87.6 | 96.0 | 98.3 | 46,219 | 71.0 | 84.0 | 96.0 | 99.0 |
| WYOMING-EQUITABLE | | 27,808 | 10.6 | 87.3 | 90.2 | 93.7 | 98.9 | 19,387 | 93.0 | 96.8 | 98.0 | 98.5 |
| SAN FRANCISCO | REGION | 3,581,380 | 23.6 | 27.3 | 79.1 | 96.8 | 99.0 | 2,159,424 | 70.5 | 84.1 | 94.2 | 97.3 |
| ARIZONA-NEVADA-AETNA | | 380,006 | 23.4 | 21.7 | 83.9 | 94.8 | 98.6 | 275,419 | 68.7 | 82.0 | 93.4 | 96.6 |
| ARIZONA | | 305,502 | 23.7 | 19.8 | 83.6 | 94.6 | 98.5 | 221,071 | 69.3 | 82.4 | 93.5 | 96.7 |
| NEVADA | | 74,504 | 22.1 | 29.3 | 85.5 | 95.6 | 98.7 | 54,348 | 66.5 | 80.6 | 93.2 | 96.2 |
| CALIFORNIA B/S | | 1,486,851 | 24.2 | 30.0 | 74.5 | 96.2 | 98.6 | 816,122 | 55.7 | 77.4 | 90.6 | 95.4 |
| CALIFORNIA-OCCIDENTAL | | 1,618,236 | 23.1 | 26.9 | 81.6 | 97.8 | 99.5 | 1,000,151 | 83.5 | 89.5 | 97.1 | 99.0 |
| HAWAII-AETNA | | 96,287 | 24.4 | 12.6 | 91.1 | 97.3 | 98.2 | 67,732 | 63.5 | 92.6 | 97.0 | 98.7 |

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:
JULY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
JULY, 1986

| CARRIER | NUMBER OF CLAIMS | PROCESSING TIME | | | | AGE OF PENDING CLAIMS | | | | | |
|--------------------------|------------------------|-------------------------------|-------------------------|--------------|--------------|------------------------|-------------------------|--------------|--------------|--------------|--------------|
| | | AVERAGE PROCESSING TIME | PERCENTAGE DISTRIBUTION | | | NUMBER OF CLAIMS | PERCENTAGE DISTRIBUTION | | | 1-90 DAYS | 1-90 DAYS |
| | | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | | |
| SEATTLE REGION | 778,740 | 15.3 | 56.8 | 94.0 | 99.3 | 99.8 | 76.9 | 94.2 | 99.1 | 99.7 | |
| ALASKA-OREGON-AETNA | 249,614 | 19.9 | 34.7 | 91.0 | 99.1 | 99.9 | 68.6 | 91.8 | 99.0 | 99.7 | |
| ALASKA | 7,537 | 11.8 | 84.0 | 95.3 | 98.9 | 99.7 | 84.1 | 94.6 | 98.4 | 99.3 | |
| OREGON | 242,077 | 20.1 | 33.2 | 90.9 | 99.1 | 99.9 | 68.2 | 91.8 | 99.1 | 99.8 | |
| IDAHO-EQUITABLE | 66,505 | 14.4 | 58.7 | 99.2 | 100.0 | 100.0 | 97.3 | 99.8 | 100.0 | 100.0 | |
| WASHINGTON B/S | 462,621 | 12.9 | 68.5 | 94.8 | 99.3 | 99.8 | 78.6 | 94.7 | 98.9 | 99.5 | |
| CLALLAM | 9,508 | 8.9 | 90.1 | 99.7 | 100.0 | 100.0 | 95.3 | 97.9 | 99.8 | 99.8 | |
| COWLITZ | 8,645 | 5.4 | 94.4 | 97.8 | 99.2 | 99.7 | 79.6 | 91.6 | 98.2 | 99.2 | |
| GRAYS HARBOR | 8,929 | 9.1 | 94.7 | 98.7 | 99.9 | 100.0 | 95.4 | 98.7 | 99.9 | 99.9 | |
| KING | 182,238 | 10.7 | 83.1 | 93.4 | 99.5 | 99.9 | 76.457 | 84.4 | 95.1 | 99.2 | |
| KITSAP | 18,543 | 14.3 | 66.2 | 95.6 | 99.1 | 99.8 | 85.0 | 95.1 | 98.8 | 99.6 | |
| PIERCE | 65,905 | 16.7 | 47.6 | 95.3 | 99.3 | 99.8 | 79.9 | 93.5 | 98.1 | 99.2 | |
| SKAGIT | 14,574 | 3.8 | 98.1 | 99.4 | 100.0 | 100.0 | 95.2 | 99.7 | 100.0 | 100.0 | |
| SNOHOMISH | 22,933 | 10.7 | 89.3 | 95.9 | 99.0 | 99.5 | 91.9 | 96.3 | 98.9 | 99.4 | |
| SPOKANE | 112,524 | 17.1 | 40.0 | 94.5 | 99.0 | 99.7 | 64.8 | 94.4 | 99.0 | 99.6 | |
| WALLA WALLA | 6,416 | 15.0 | 83.2 | 93.7 | 97.8 | 99.3 | 82.8 | 91.3 | 95.4 | 98.8 | |
| WHATCOM | 12,406 | 9.5 | 94.1 | 98.0 | 99.5 | 99.9 | 95.8 | 98.6 | 99.8 | 99.9 | |
| RRB-TRAVELERS | 612,245 | 26.5 | 25.4 | 88.8 | 98.4 | 99.5 | 67.7 | 91.8 | 98.5 | 99.5 | |
| AETNA | 968,346 | 21.0 | 31.2 | 88.9 | 97.2 | 99.2 | 70.8 | 88.4 | 96.5 | 98.3 | |
| EQUITABLE | 637,416 | 20.8 | 37.6 | 86.5 | 97.6 | 99.0 | 71.3 | 91.3 | 97.5 | 98.7 | |
| NATIONWIDE | 1,339,606 | 23.7 | 26.8 | 68.1 | 98.5 | 99.7 | 58.1 | 90.4 | 98.4 | 99.6 | |
| PRUDENTIAL | 2,308,405 | 21.6 | 42.6 | 81.9 | 98.3 | 99.4 | 82.3 | 90.6 | 97.0 | 98.8 | |
| TRAVELERS (RRB-EXCLUDED) | 741,649 | 22.8 | 33.9 | 68.2 | 98.2 | 99.2 | 54.6 | 87.5 | 97.8 | 99.5 | |

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED.
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
JULY, 1986

| CARRIER | ASSIGNED HCFA-1500 | | | | | UNASSIGNED HCFA-1500 | | | | |
|--|------------------------|-------------------------------|-------------------------|--------------|--------------|------------------------|-------------------------------|-------------------------|--------------|--------------|
| | NUMBER OF CLAIMS | AVERAGE PROCESSING TIME | PERCENTAGE DISTRIBUTION | | | NUMBER OF CLAIMS | AVERAGE PROCESSING TIME | PERCENTAGE DISTRIBUTION | | |
| | | | 1-15 DAYS | 1-30 DAYS | 1-90 DAYS | | | 1-15 DAYS | 1-30 DAYS | 1-90 DAYS |
| TOTAL | 18,809,844 | 19.8 | 48.7 | 80.8 | 96.4 | 8,507,326 | 27.5 | 32.6 | 67.3 | 98.4 |
| BOSTON REGION | 1,383,401 | 17.5 | 70.9 | 83.2 | 89.9 | 308,303 | 31.5 | 36.6 | 51.0 | 97.7 |
| CONNECTICUT GENERAL MASSACHUSETTS B/S | 252,803 | 30.8 | 35.6 | 47.8 | 62.5 | 150,251 | 45.4 | 2.6 | 12.6 | 99.0 |
| MASSACHUSETTS TRI-STATE | 771,276 | 15.5 | 76.1 | 91.2 | 96.4 | 45,770 | 21.5 | 61.1 | 86.3 | 96.0 |
| MAINE | 187,625 | 17.5 | 77.6 | 85.6 | 92.5 | 99,126 | 18.0 | 69.7 | 87.2 | 96.4 |
| NEW HAMPSHIRE | 96,213 | 17.0 | 78.9 | 86.8 | 93.4 | 32,519 | 16.8 | 78.0 | 88.4 | 97.0 |
| VERMONT | 53,140 | 19.4 | 74.1 | 82.8 | 90.6 | 45,215 | 19.9 | 62.5 | 85.2 | 95.5 |
| RHODE ISLAND B/S | 38,272 | 16.0 | 79.3 | 86.7 | 93.1 | 21,392 | 15.8 | 72.4 | 89.6 | 97.3 |
| | 171,697 | 6.9 | 92.3 | 96.7 | 98.2 | 13,156 | 8.4 | 89.7 | 95.1 | 98.3 |
| NEW YORK REGION | 2,656,663 | 24.3 | 36.7 | 61.3 | 95.5 | 959,316 | 30.2 | 18.1 | 48.2 | 98.9 |
| NEW JERSEY-PRUDENTIAL | 676,940 | 20.6 | 39.3 | 79.3 | 98.8 | 341,966 | 26.1 | 17.1 | 68.3 | 99.3 |
| N.Y.-BINGHAMTON B/S | 383,681 | 25.5 | 26.4 | 45.4 | 98.5 | 133,253 | 33.7 | 4.1 | 28.1 | 99.1 |
| N.Y.-NEW YORK B/S | 1,173,757 | 25.2 | 43.1 | 53.7 | 92.1 | 386,979 | 33.3 | 23.2 | 31.9 | 98.6 |
| NEW YORK-GROUP HEALTH | 176,277 | 18.0 | 51.7 | 83.1 | 98.1 | 73,075 | 23.9 | 27.5 | 78.5 | 99.4 |
| PUERTO RICO B/S | 246,008 | 32.3 | 4.0 | 57.7 | 95.7 | 24,043 | 37.3 | 0.2 | 43.6 | 97.0 |
| PUERTO RICO | 245,740 | 32.3 | 4.0 | 57.7 | 95.7 | 23,902 | 37.3 | 0.2 | 43.4 | 97.0 |
| VIRGIN ISLANDS | 268 | 29.4 | 4.1 | 82.8 | 92.9 | 141 | 37.3 | 9.2 | 75.9 | 89.4 |
| PHILADELPHIA REGION | 2,606,786 | 17.9 | 51.1 | 86.2 | 97.9 | 468,395 | 25.8 | 28.2 | 62.7 | 98.9 |
| MARYLAND B/S | 232,711 | 24.0 | 57.5 | 74.9 | 90.5 | 43,086 | 27.9 | 52.0 | 69.9 | 95.8 |
| PENNSYLVANIA B/S | 1,988,127 | 16.0 | 54.5 | 92.2 | 98.6 | 254,537 | 23.5 | 32.0 | 72.2 | 99.0 |
| DELAWARE | 57,046 | 7.7 | 88.3 | 95.1 | 98.7 | 14,270 | 5.1 | 93.2 | 97.7 | 99.7 |
| DISTRICT OF COLUMBIA | 236,168 | 15.1 | 58.5 | 92.3 | 98.6 | 63,573 | 22.8 | 8.4 | 87.0 | 99.5 |
| PENNSYLVANIA | 1,694,913 | 16.4 | 52.8 | 92.1 | 98.6 | 176,694 | 25.2 | 35.5 | 64.8 | 98.7 |
| VIRGINIA-TRAVELERS | 244,848 | 23.9 | 31.1 | 60.7 | 98.7 | 111,659 | 28.2 | 20.9 | 43.3 | 99.4 |
| WEST VIRGINIA-NATIONWIDE | 141,100 | 23.9 | 27.2 | 64.2 | 98.4 | 59,113 | 29.7 | 8.5 | 52.8 | 99.7 |
| ATLANTA REGION | 3,231,867 | 17.8 | 55.2 | 84.4 | 96.0 | 1,745,961 | 35.6 | 35.3 | 57.8 | 97.1 |
| ALABAMA B/S | 369,519 | 11.4 | 83.1 | 99.1 | 99.5 | 117,847 | 15.4 | 61.3 | 98.3 | 99.6 |
| FLORIDA B/S | 1,158,949 | 17.8 | 58.6 | 81.9 | 92.4 | 791,088 | 47.9 | 22.2 | 25.9 | 99.3 |
| GEORGIA-PRUDENTIAL | 387,684 | 15.9 | 48.0 | 93.8 | 99.3 | 180,935 | 22.2 | 20.2 | 88.8 | 99.1 |
| KENTUCKY B/S | 216,235 | 18.5 | 57.3 | 89.7 | 96.7 | 123,736 | 21.8 | 47.5 | 84.6 | 98.1 |
| MISSISSIPPI-TRAVELERS | 166,222 | 22.9 | 37.3 | 72.2 | 97.9 | 63,196 | 27.1 | 22.7 | 66.5 | 99.2 |
| NORTH CAROLINA-PRUDENTIAL | 506,757 | 19.9 | 48.6 | 77.1 | 97.3 | 214,123 | 31.8 | 88.7 | 95.3 | 99.3 |
| SOUTH CAROLINA B/S | 158,285 | 20.1 | 51.4 | 69.7 | 96.5 | 96,289 | 33.9 | 31.4 | 46.5 | 96.3 |
| TENNESSEE-EQUITABLE | 268,216 | 20.6 | 37.4 | 86.5 | 97.9 | 158,747 | 24.7 | 24.0 | 83.6 | 98.1 |

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
JULY, 1986

| CARRIER | ASSIGNED HCFA-1500 | | | | | | UNASSIGNED HCFA-1500 | | | | | | | | | | |
|---------------------------|------------------------|-------------------------------|-------------------------|--------------|--------------|------------------------|-------------------------------|-------------------------|--------------|--------------|------------------------|-------------------------------|-------------------------|--------------|--------------|------|-------|
| | NUMBER OF CLAIMS | AVERAGE PROCESSING TIME | PERCENTAGE DISTRIBUTION | | | NUMBER OF CLAIMS | AVERAGE PROCESSING TIME | PERCENTAGE DISTRIBUTION | | | NUMBER OF CLAIMS | AVERAGE PROCESSING TIME | PERCENTAGE DISTRIBUTION | | | | |
| | | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | | |
| CHICAGO REGION | 3,211,350 | 17.9 | 59.7 | 84.8 | 97.6 | 98.7 | 21.0 | 49.7 | 75.3 | 96.9 | 98.9 | 1,741,102 | 21.0 | 49.7 | 75.3 | 96.9 | 98.9 |
| ILLINOIS B/S (HCSC) | 609,450 | 10.0 | 88.2 | 96.5 | 99.8 | 100.0 | 11.5 | 84.6 | 93.4 | 99.2 | 99.9 | 404,434 | 11.5 | 84.6 | 93.4 | 99.2 | 99.9 |
| INDIANA B/S | 334,944 | 20.3 | 53.5 | 62.7 | 95.4 | 98.5 | 29.7 | 35.4 | 40.5 | 90.7 | 97.0 | 255,202 | 29.7 | 35.4 | 40.5 | 90.7 | 97.0 |
| MICHIGAN B/S | 1,214,953 | 22.5 | 52.0 | 86.6 | 96.0 | 97.1 | 34.0 | 31.9 | 80.5 | 93.1 | 95.3 | 175,518 | 34.0 | 31.9 | 80.5 | 93.1 | 95.3 |
| MINNESOTA B/S | 47,298 | 16.3 | 64.1 | 86.3 | 97.1 | 98.7 | 15.2 | 67.2 | 90.9 | 96.9 | 98.6 | 85,088 | 15.2 | 67.2 | 90.9 | 96.9 | 98.6 |
| MINNESOTA-TRAVELERS | 78,862 | 14.8 | 52.6 | 93.4 | 97.3 | 99.0 | 15.5 | 43.9 | 94.8 | 98.2 | 99.5 | 76,862 | 15.5 | 43.9 | 94.8 | 98.2 | 99.5 |
| OHIO-NATIONWIDE | 642,407 | 20.0 | 38.7 | 76.0 | 98.7 | 99.8 | 27.8 | 13.6 | 60.8 | 98.2 | 99.7 | 496,986 | 27.8 | 13.6 | 60.8 | 98.2 | 99.7 |
| WISCONSIN B/S | 283,436 | 8.8 | 87.6 | 95.2 | 99.5 | 99.9 | 8.4 | 88.4 | 95.4 | 99.6 | 100.0 | 247,012 | 8.4 | 88.4 | 95.4 | 99.6 | 100.0 |
| DALLAS REGION | 1,463,448 | 23.9 | 31.7 | 75.3 | 95.9 | 98.4 | 29.2 | 17.9 | 66.3 | 93.8 | 97.5 | 870,342 | 29.2 | 17.9 | 66.3 | 93.8 | 97.5 |
| ARKANSAS B/S | 231,526 | 24.7 | 16.7 | 84.4 | 98.2 | 99.4 | 28.8 | 9.2 | 73.4 | 97.9 | 99.3 | 71,867 | 28.8 | 9.2 | 73.4 | 97.9 | 99.3 |
| LA.-ARK. B/S | 219,982 | 24.4 | 25.8 | 84.7 | 95.6 | 98.0 | 32.4 | 7.2 | 74.2 | 92.0 | 96.1 | 117,149 | 32.4 | 7.2 | 74.2 | 92.0 | 96.1 |
| NEW MEXICO-EQUITABLE | 72,261 | 18.8 | 44.4 | 86.9 | 99.0 | 99.7 | 26.9 | 13.1 | 74.8 | 98.1 | 99.1 | 43,879 | 26.9 | 13.1 | 74.8 | 98.1 | 99.1 |
| OKLAHOMA-AETNA | 114,820 | 15.7 | 56.0 | 94.7 | 99.1 | 99.9 | 18.7 | 44.5 | 92.8 | 98.8 | 99.8 | 127,619 | 18.7 | 44.5 | 92.8 | 98.8 | 99.8 |
| TEXAS B/S | 824,859 | 25.2 | 33.1 | 66.6 | 94.7 | 97.9 | 31.4 | 15.3 | 56.0 | 92.1 | 96.8 | 509,828 | 31.4 | 15.3 | 56.0 | 92.1 | 96.8 |
| KANSAS CITY REGION | 633,339 | 19.0 | 48.7 | 85.8 | 96.8 | 99.1 | 26.2 | 24.2 | 74.4 | 95.9 | 99.2 | 469,020 | 26.2 | 24.2 | 74.4 | 95.9 | 99.2 |
| IOWA B/S | 163,974 | 21.2 | 27.0 | 85.7 | 98.7 | 99.8 | 27.1 | 12.2 | 72.1 | 97.5 | 99.6 | 174,632 | 27.1 | 12.2 | 72.1 | 97.5 | 99.6 |
| IOWA | 121,412 | 20.4 | 29.5 | 86.5 | 98.9 | 99.9 | 25.1 | 16.8 | 75.5 | 98.3 | 99.8 | 120,562 | 25.1 | 16.8 | 75.5 | 98.3 | 99.8 |
| NEBRASKA | 42,562 | 23.5 | 20.1 | 83.6 | 98.1 | 99.8 | 31.7 | 1.9 | 64.4 | 95.6 | 99.1 | 54,070 | 31.7 | 1.9 | 64.4 | 95.6 | 99.1 |
| KANSAS B/S | 130,435 | 19.5 | 60.4 | 79.9 | 93.5 | 97.6 | 27.4 | 31.1 | 62.5 | 91.0 | 98.3 | 75,320 | 27.4 | 31.1 | 62.5 | 91.0 | 98.3 |
| MISSOURI B/S | 138,721 | 16.2 | 60.0 | 86.3 | 96.9 | 99.2 | 28.7 | 35.6 | 56.5 | 93.0 | 98.6 | 53,830 | 28.7 | 35.6 | 56.5 | 93.0 | 98.6 |
| MISSOURI-GENERAL AMERICAN | 200,209 | 18.8 | 51.0 | 89.4 | 97.5 | 99.2 | 23.9 | 30.1 | 88.1 | 97.4 | 99.3 | 165,238 | 23.9 | 30.1 | 88.1 | 97.4 | 99.3 |
| DENVER REGION | 300,331 | 15.2 | 73.0 | 90.1 | 97.4 | 99.3 | 16.4 | 68.5 | 88.1 | 97.0 | 99.3 | 295,181 | 16.4 | 68.5 | 88.1 | 97.0 | 99.3 |
| COLORADO B/S | 142,320 | 13.0 | 82.8 | 93.0 | 98.1 | 99.7 | 14.0 | 79.7 | 92.1 | 98.1 | 99.5 | 104,847 | 14.0 | 79.7 | 92.1 | 98.1 | 99.5 |
| MONTANA B/S | 37,945 | 25.8 | 29.0 | 74.4 | 94.6 | 98.7 | 27.7 | 20.8 | 68.9 | 94.6 | 98.9 | 52,794 | 27.7 | 20.8 | 68.9 | 94.6 | 98.9 |
| NORTH DAKOTA B/S | 49,486 | 12.3 | 83.9 | 94.9 | 99.1 | 99.8 | 12.1 | 83.4 | 95.8 | 99.0 | 99.8 | 84,030 | 12.1 | 83.4 | 95.8 | 99.0 | 99.8 |
| NORTH DAKOTA | 26,609 | 11.7 | 85.5 | 95.9 | 99.2 | 99.9 | 11.0 | 86.2 | 96.9 | 99.2 | 99.8 | 43,137 | 11.0 | 86.2 | 96.9 | 99.2 | 99.8 |
| SOUTH DAKOTA | 22,877 | 13.1 | 82.0 | 93.7 | 99.1 | 99.8 | 13.2 | 80.5 | 94.6 | 98.8 | 99.8 | 40,893 | 13.2 | 80.5 | 94.6 | 98.8 | 99.8 |
| UTAH B/S | 60,278 | 17.2 | 65.9 | 88.6 | 96.2 | 98.4 | 19.4 | 62.1 | 86.0 | 95.6 | 98.1 | 36,004 | 19.4 | 62.1 | 86.0 | 95.6 | 98.1 |
| WYOMING-EQUITABLE | 10,302 | 8.9 | 87.7 | 91.9 | 96.9 | 99.4 | 11.6 | 87.0 | 89.2 | 91.8 | 98.6 | 17,506 | 11.6 | 87.0 | 89.2 | 91.8 | 98.6 |
| SAN FRANCISCO REGION | 2,574,554 | 21.8 | 32.4 | 82.0 | 97.3 | 99.2 | 28.3 | 14.0 | 71.7 | 95.4 | 98.4 | 1,006,826 | 28.3 | 14.0 | 71.7 | 95.4 | 98.4 |
| ARIZONA-NEVADA-AETNA | 222,232 | 21.7 | 28.3 | 84.6 | 95.6 | 98.9 | 25.7 | 12.3 | 83.1 | 93.7 | 98.1 | 157,774 | 25.7 | 12.3 | 83.1 | 93.7 | 98.1 |
| ARIZONA | 163,989 | 21.9 | 27.2 | 84.1 | 95.4 | 98.9 | 25.8 | 11.3 | 83.0 | 93.7 | 98.1 | 141,513 | 25.8 | 11.3 | 83.0 | 93.7 | 98.1 |
| NEVADA | 58,243 | 21.2 | 31.7 | 85.9 | 96.2 | 98.9 | 25.2 | 20.6 | 84.1 | 93.5 | 98.1 | 16,261 | 25.2 | 20.6 | 84.1 | 93.5 | 98.1 |
| CALIFORNIA B/S | 1,009,606 | 21.9 | 38.2 | 77.8 | 96.5 | 98.7 | 29.2 | 12.8 | 67.4 | 95.5 | 98.3 | 477,245 | 29.2 | 12.8 | 67.4 | 95.5 | 98.3 |
| CALIFORNIA-OCCIDENTAL | 1,280,183 | 21.6 | 29.7 | 84.5 | 98.3 | 99.6 | 28.6 | 16.3 | 70.4 | 95.8 | 98.9 | 338,053 | 28.6 | 16.3 | 70.4 | 95.8 | 98.9 |
| HAWAII-AETNA | 62,533 | 24.6 | 9.8 | 90.8 | 97.5 | 98.5 | 24.0 | 17.9 | 91.6 | 96.8 | 97.8 | 33,754 | 24.0 | 17.9 | 91.6 | 96.8 | 97.8 |

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
JULY, 1986

| CARRIER | ASSIGNED HCFA-1500 | | | | | UNASSIGNED HCFA-1500 | | | | |
|--------------------------|------------------------|-------------------------------|-------------------------|--------------|--------------|------------------------|-------------------------------|-------------------------|--------------|--------------|
| | NUMBER OF CLAIMS | AVERAGE PROCESSING TIME | PERCENTAGE DISTRIBUTION | | | NUMBER OF CLAIMS | AVERAGE PROCESSING TIME | PERCENTAGE DISTRIBUTION | | |
| | | | 1-15 DAYS | 1-30 DAYS | 1-90 DAYS | | | 1-15 DAYS | 1-30 DAYS | 1-90 DAYS |
| SEATTLE REGION | 358,776 | 14.0 | 62.8 | 94.7 | 99.4 | 419,964 | 16.4 | 51.7 | 93.3 | 99.3 |
| ALASKA-OREGON-AETNA | 106,398 | 16.8 | 48.9 | | | | 194.0 | 99.3 | 99.9 | 143,216 |
| ALASKA | 4,785 | 10.2 | 88.4 | 95.5 | 98.9 | 2,752 | 14.6 | 76.3 | 94.9 | 98.9 |
| OREGON | 101,613 | 17.1 | 47.0 | 93.9 | 99.4 | 140,464 | 22.3 | 23.1 | 88.7 | 99.0 |
| IDAHO-EQUITABLE | 21,067 | 12.7 | 64.9 | 99.2 | 100.0 | 45,438 | 15.2 | 55.8 | 99.2 | 100.0 |
| WASHINGTON B/S | 231,311 | 12.8 | 69.0 | 94.6 | 99.3 | 231,310 | 13.0 | 68.0 | 95.0 | 99.8 |
| CLALLAM | 2,478 | 7.5 | 92.7 | 99.7 | 100.0 | 7,030 | 9.4 | 89.2 | 99.7 | 100.0 |
| COWLITZ | 4,870 | 5.1 | 94.6 | 98.1 | 99.6 | 3,775 | 5.8 | 94.3 | 97.4 | 99.7 |
| GRAYS HARBOR | 5,296 | 8.8 | 94.7 | 98.5 | 99.8 | 3,633 | 9.5 | 94.8 | 98.9 | 100.0 |
| KING | 90,606 | 10.9 | 82.0 | 92.5 | 99.5 | 91,632 | 10.6 | 84.1 | 94.2 | 99.6 |
| KITSAP | 5,881 | 19.7 | 27.8 | 94.0 | 99.2 | 12,662 | 11.8 | 84.0 | 96.4 | 99.1 |
| PIERCE | 36,094 | 15.4 | 59.9 | 96.2 | 99.4 | 29,811 | 18.2 | 32.6 | 94.3 | 99.2 |
| SKAGIT | 4,398 | 3.1 | 98.3 | 99.4 | 99.9 | 10,176 | 4.1 | 98.0 | 99.4 | 100.0 |
| SNOHOMISH | 10,895 | 11.6 | 87.4 | 95.0 | 98.6 | 12,038 | 9.8 | 91.1 | 96.6 | 99.8 |
| SPOKANE | 62,417 | 15.8 | 46.0 | 95.3 | 99.1 | 50,107 | 18.7 | 32.5 | 93.7 | 98.9 |
| WALLA WALLA | 2,086 | 15.5 | 81.3 | 92.3 | 97.7 | 4,330 | 14.8 | 84.1 | 94.3 | 97.9 |
| WHATCOM | 6,290 | 8.6 | 95.3 | 97.9 | 99.6 | 6,116 | 10.4 | 92.9 | 98.2 | 99.8 |
| RRB-TRAVELERS | 389,329 | 25.3 | 28.7 | 89.8 | 98.5 | 222,916 | 28.7 | 19.6 | 86.9 | 98.4 |
| AETNA | 505,983 | 19.7 | 36.6 | 89.6 | 97.4 | 462,363 | 22.6 | 25.3 | 88.2 | 97.0 |
| EQUITABLE | 371,846 | 19.5 | 41.7 | 87.5 | 98.2 | 265,570 | 22.6 | 31.8 | 85.2 | 96.7 |
| NATIONWIDE | 783,507 | 20.7 | 36.6 | 73.9 | 98.7 | 556,099 | 28.0 | 13.0 | 60.0 | 98.2 |
| PRUDENTIAL | 1,571,381 | 19.2 | 44.4 | 82.2 | 98.5 | 737,024 | 26.8 | 38.6 | 81.2 | 98.0 |
| TRAVELERS (RRB-EXCLUDED) | 489,932 | 22.1 | 36.7 | 69.9 | 98.2 | 251,717 | 24.0 | 28.4 | 64.9 | 98.1 |

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
JULY, 1986

| CARRIER | ASSIGNED HCFA-1500 | | | | | UNASSIGNED HCFA-1500 | | | | |
|--|------------------------|--------------|--------------|--------------|--------------|------------------------|--------------|--------------|--------------|--------------|
| | NUMBER OF CLAIMS | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | 1-90 DAYS | NUMBER OF CLAIMS | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | 1-90 DAYS |
| TOTAL | 9,991,515 | 62.0 | 82.3 | 94.3 | 97.1 | 6,570,063 | 56.5 | 79.1 | 94.2 | 97.3 |
| BOSTON REGION | 845,880 | 66.0 | 79.3 | 89.8 | 94.3 | 247,720 | 60.4 | 79.5 | 91.1 | 95.5 |
| CONNECTICUT GENERAL MASSACHUSETTS B/S | 178,736 | 66.9 | 90.4 | 96.5 | 98.8 | 145,983 | 60.4 | 85.2 | 95.8 | 98.8 |
| MASSACHUSETTS TRI-STATE | 446,677 | 64.4 | 75.8 | 87.3 | 92.5 | 33,723 | 59.4 | 70.3 | 82.8 | 89.4 |
| MAINE | 112,525 | 53.3 | 66.4 | 85.2 | 92.1 | 56,218 | 56.5 | 68.9 | 83.7 | 90.7 |
| NEW HAMPSHIRE | 52,830 | 54.7 | 68.0 | 84.5 | 92.1 | 16,577 | 56.5 | 69.2 | 84.5 | 91.4 |
| VERMONT | 38,049 | 47.2 | 61.2 | 84.9 | 91.6 | 27,743 | 54.9 | 67.4 | 82.3 | 89.5 |
| RHODE ISLAND B/S | 21,646 | 60.7 | 71.6 | 87.3 | 93.3 | 11,898 | 60.3 | 72.0 | 85.6 | 92.6 |
| | 107,942 | 84.8 | 88.6 | 93.8 | 96.4 | 11,796 | 82.4 | 87.0 | 92.8 | 95.5 |
| NEW YORK REGION | 1,906,639 | 55.2 | 79.8 | 95.6 | 98.2 | 798,241 | 50.8 | 78.1 | 95.6 | 98.3 |
| NEW JERSEY-PRUDENTIAL | 474,708 | 84.3 | 93.0 | 98.2 | 99.2 | 148,111 | 73.6 | 85.7 | 96.6 | 98.6 |
| N.Y.-BINGHAMTON B/S | 360,192 | 42.8 | 83.9 | 99.0 | 99.7 | 153,138 | 40.6 | 82.1 | 98.5 | 99.5 |
| N.Y.-NEW YORK B/S | 883,247 | 46.7 | 73.6 | 95.1 | 98.9 | 406,117 | 42.9 | 72.4 | 95.0 | 98.6 |
| NEW YORK-GROUP HEALTH | 45,884 | 65.1 | 81.3 | 93.1 | 97.0 | 52,534 | 84.3 | 93.7 | 97.7 | 98.8 |
| PUERTO RICO B/S | 142,608 | 39.5 | 63.6 | 82.8 | 87.9 | 38,341 | 41.8 | 70.5 | 84.2 | 88.4 |
| PUERTO RICO | 142,343 | 39.5 | 63.6 | 82.8 | 87.9 | 38,239 | 41.9 | 70.5 | 84.2 | 88.4 |
| VIRGIN ISLANDS | 265 | 47.2 | 78.5 | 93.2 | 97.4 | 102 | 30.4 | 65.7 | 87.3 | 90.2 |
| PHILADELPHIA REGION | 1,299,011 | 63.9 | 82.8 | 94.8 | 97.6 | 406,232 | 46.0 | 77.9 | 95.1 | 98.3 |
| MARYLAND B/S | 217,783 | 35.5 | 53.6 | 86.1 | 93.4 | 40,315 | 2.6 | 26.3 | 78.3 | 92.3 |
| PENNSYLVANIA B/S | 790,544 | 74.7 | 87.1 | 95.7 | 98.0 | 210,654 | 55.8 | 87.4 | 97.0 | 98.7 |
| DELAWARE | 12,245 | 62.7 | 80.0 | 91.1 | 95.6 | 2,557 | 71.4 | 80.4 | 91.4 | 94.7 |
| DISTRICT OF COLUMBIA | 92,029 | 73.9 | 85.1 | 93.6 | 96.4 | 39,390 | 73.7 | 86.1 | 95.6 | 97.6 |
| PENNSYLVANIA | 686,270 | 75.0 | 87.5 | 96.1 | 98.2 | 168,707 | 51.4 | 87.9 | 97.5 | 99.0 |
| VIRGINIA-TRAVELERS | 204,208 | 54.7 | 94.1 | 99.4 | 99.8 | 114,382 | 39.5 | 73.9 | 96.5 | 99.4 |
| WEST VIRGINIA-NATIONWIDE | 86,476 | 58.1 | 89.7 | 98.3 | 99.6 | 40,881 | 56.6 | 90.4 | 98.1 | 99.6 |
| ATLANTA REGION | 1,781,845 | 67.4 | 83.3 | 94.0 | 96.7 | 1,408,566 | 38.2 | 60.3 | 89.8 | 94.9 |
| ALABAMA B/S | 135,828 | 82.0 | 88.4 | 93.8 | 96.2 | 46,078 | 77.6 | 86.9 | 93.3 | 96.0 |
| FLORIDA B/S | 654,284 | 46.4 | 71.0 | 90.2 | 94.2 | 926,042 | 25.3 | 49.4 | 88.6 | 94.3 |
| GEORGIA-PRUDENTIAL | 157,573 | 90.3 | 96.5 | 98.8 | 99.5 | 74,704 | 81.5 | 92.1 | 96.9 | 98.8 |
| KENTUCKY B/S | 102,852 | 68.7 | 83.6 | 91.2 | 94.1 | 72,450 | 66.3 | 82.3 | 92.2 | 95.1 |
| MISSISSIPPI-TRAVELERS | 115,010 | 59.5 | 92.4 | 98.8 | 99.5 | 45,212 | 51.9 | 82.9 | 97.9 | 99.4 |
| NORTH CAROLINA-PRUDENTIAL | 402,750 | 88.9 | 92.9 | 97.6 | 99.2 | 42,973 | 0.2 | 34.3 | 72.5 | 89.3 |
| SOUTH CAROLINA B/S | 97,028 | 79.2 | 83.7 | 92.1 | 96.8 | 51,286 | 63.3 | 68.1 | 80.0 | 88.6 |
| TENNESSEE-EQUITABLE | 116,520 | 59.7 | 85.9 | 96.1 | 97.9 | 149,821 | 69.0 | 90.9 | 97.3 | 98.7 |

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
JULY, 1986

| CARRIER | ASSIGNED HCFA-1500 | | | | | UNASSIGNED HCFA-1500 | | | | |
|---------------------------|------------------------|-------------------------|--------------|--------------|------------------------|------------------------|-------------------------|--------------|--------------|------------------------|
| | NUMBER OF CLAIMS | PERCENTAGE DISTRIBUTION | | | NUMBER OF CLAIMS | NUMBER OF CLAIMS | PERCENTAGE DISTRIBUTION | | | NUMBER OF CLAIMS |
| | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | 1-90 DAYS | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | |
| CHICAGO REGION | 1,283,969 | 64.5 | 84.4 | 95.8 | 97.7 | 832,530 | 59.3 | 85.7 | 96.0 | 98.4 |
| ILLINOIS B/S (HCSC) | 148,024 | 85.4 | 94.5 | 99.1 | 99.8 | 80,761 | 85.2 | 94.4 | 99.1 | 99.8 |
| INDIANA B/S | 151,530 | 52.7 | 79.5 | 94.4 | 97.9 | 167,673 | 40.9 | 73.5 | 92.5 | 97.8 |
| MICHIGAN B/S | 497,659 | 61.8 | 78.1 | 93.2 | 95.3 | 99,132 | 60.3 | 77.0 | 90.2 | 92.7 |
| MINNESOTA B/S | 20,368 | 62.5 | 81.9 | 92.4 | 97.1 | 36,322 | 68.1 | 84.2 | 94.1 | 97.5 |
| MINNESOTA-TRAVELERS | 39,166 | 70.5 | 83.3 | 93.1 | 98.7 | 33,655 | 74.0 | 88.1 | 94.9 | 99.1 |
| OHIO-NATIONWIDE | 354,753 | 60.6 | 90.2 | 98.6 | 99.6 | 353,261 | 55.9 | 90.8 | 98.4 | 99.6 |
| WISCONSIN B/S | 72,469 | 81.4 | 91.6 | 99.2 | 99.8 | 61,726 | 80.5 | 91.6 | 99.4 | 99.9 |
| DALLAS REGION | 899,874 | 54.5 | 82.2 | 93.0 | 96.1 | 635,757 | 53.9 | 81.2 | 91.8 | 95.6 |
| ARKANSAS B/S | 118,626 | 75.9 | 92.7 | 97.3 | 98.9 | 71,937 | 56.1 | 92.9 | 98.4 | 99.4 |
| LA.-ARK. B/S | 157,996 | 66.4 | 90.6 | 96.4 | 98.2 | 110,736 | 59.6 | 85.5 | 93.7 | 96.9 |
| NEW MEXICO-EQUITABLE | 33,192 | 60.1 | 94.1 | 98.3 | 99.3 | 22,683 | 80.3 | 92.5 | 98.2 | 99.5 |
| OKLAHOMA-AETNA | 65,311 | 78.7 | 94.4 | 99.3 | 99.8 | 72,124 | 83.6 | 94.8 | 99.1 | 99.9 |
| TEXAS B/S | 524,749 | 42.6 | 75.0 | 89.9 | 94.2 | 358,277 | 44.0 | 74.1 | 88.0 | 93.3 |
| KANSAS CITY REGION | 430,980 | 53.7 | 82.0 | 94.5 | 97.6 | 450,118 | 49.1 | 83.2 | 96.4 | 98.8 |
| IOWA B/S | 131,661 | 57.0 | 91.7 | 99.2 | 99.9 | 193,972 | 52.2 | 88.9 | 99.0 | 99.8 |
| IOWA | 91,459 | 55.2 | 91.9 | 99.2 | 99.9 | 115,212 | 52.6 | 89.2 | 99.2 | 99.8 |
| NEBRASKA | 40,202 | 60.9 | 91.3 | 99.2 | 99.9 | 78,760 | 51.6 | 88.5 | 98.6 | 99.7 |
| KANSAS B/S | 81,527 | 43.8 | 63.0 | 85.5 | 93.7 | 52,126 | 35.5 | 63.5 | 86.3 | 95.6 |
| MISSOURI B/S | 71,588 | 57.0 | 79.6 | 95.1 | 97.7 | 53,830 | 40.4 | 65.8 | 95.4 | 98.5 |
| MISSOURI-GENERAL AMERICAN | 146,204 | 54.8 | 85.1 | 94.9 | 97.7 | 150,190 | 53.0 | 88.9 | 97.0 | 98.7 |
| DENVER REGION | 121,875 | 74.1 | 87.2 | 96.5 | 98.9 | 124,205 | 76.8 | 88.1 | 96.6 | 98.8 |
| COLORADO B/S | 51,595 | 72.5 | 87.3 | 97.3 | 99.4 | 38,652 | 74.5 | 86.4 | 96.6 | 99.1 |
| MONTANA B/S | 17,202 | 66.6 | 81.5 | 91.0 | 95.8 | 27,750 | 69.4 | 84.1 | 93.7 | 97.6 |
| NORTH DAKOTA B/S | 17,646 | 83.9 | 93.4 | 99.5 | 99.9 | 27,629 | 83.6 | 93.3 | 99.5 | 99.9 |
| NORTH DAKOTA | 8,562 | 86.4 | 94.2 | 99.4 | 100.0 | 12,719 | 85.9 | 94.0 | 99.4 | 100.0 |
| SOUTH DAKOTA | 9,084 | 81.6 | 92.7 | 99.5 | 99.9 | 14,910 | 81.6 | 92.7 | 99.5 | 99.9 |
| UTAH B/S | 28,259 | 71.0 | 84.0 | 96.0 | 99.0 | 17,960 | 71.0 | 84.0 | 96.0 | 99.0 |
| WYOMING-EQUITABLE | 7,173 | 91.7 | 97.2 | 98.3 | 99.0 | 12,214 | 93.8 | 96.5 | 97.8 | 98.2 |
| SAN FRANCISCO REGION | 950,154 | 58.9 | 77.9 | 92.2 | 96.5 | 1,209,270 | 79.5 | 88.9 | 95.7 | 98.0 |
| ARIZONA-NEVADA-AETNA | 157,043 | 68.0 | 81.7 | 93.7 | 96.6 | 118,376 | 69.7 | 82.4 | 93.1 | 96.6 |
| ARIZONA | 115,335 | 69.0 | 82.2 | 93.6 | 96.7 | 105,736 | 69.6 | 82.6 | 93.3 | 96.8 |
| NEVADA | 41,708 | 65.2 | 80.6 | 93.7 | 96.4 | 12,640 | 70.8 | 80.4 | 91.5 | 95.7 |
| CALIFORNIA B/S | 490,865 | 56.5 | 76.5 | 90.4 | 95.3 | 325,257 | 54.5 | 78.7 | 90.9 | 95.5 |
| CALIFORNIA-OCCIDENTAL | 255,929 | 57.0 | 75.5 | 93.9 | 98.0 | 744,222 | 92.5 | 94.4 | 98.2 | 99.4 |
| HAWAII-AETNA | 46,317 | 64.7 | 93.7 | 97.6 | 99.1 | 21,415 | 61.0 | 90.4 | 95.7 | 97.8 |

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
JULY, 1986

| CARRIER | ASSIGNED HCFA-1500 | | | | | UNASSIGNED HCFA-1500 | | | | |
|--------------------------|------------------------|-------------------------|--------------|--------------|------------------------|-------------------------|--------------|--------------|------------------------|--------------|
| | NUMBER OF CLAIMS | PERCENTAGE DISTRIBUTION | | | NUMBER OF CLAIMS | PERCENTAGE DISTRIBUTION | | | NUMBER OF CLAIMS | 1-90 DAYS |
| | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | | 1-15 DAYS | 1-30 DAYS | 1-60 DAYS | | |
| SEATTLE REGION | 173,572 | 79.1 | 93.7 | 98.8 | 99.5 | 75.4 | 94.5 | 99.3 | 99.8 | |
| ALASKA-OREGON-AETNA | 63,010 | 73.9 | 91.4 | 98.8 | 99.6 | 65.5 | 92.1 | 99.2 | 99.9 | |
| ALASKA | 2,459 | 85.7 | 93.9 | 97.8 | 98.9 | 81.7 | 95.6 | 99.4 | 99.9 | |
| OREGON | 60,551 | 73.4 | 91.3 | 98.8 | 99.6 | 65.3 | 92.0 | 99.2 | 99.8 | |
| IDAHO-EQUITABLE | 17,586 | 97.4 | 99.8 | 100.0 | 100.0 | 97.3 | 99.8 | 100.0 | 100.0 | |
| WASHINGTON B/S | 92,976 | 79.1 | 94.1 | 98.7 | 99.4 | 78.1 | 95.3 | 99.1 | 99.7 | |
| CLALLAM | 111 | 97.3 | 99.1 | 99.1 | 99.1 | 94.9 | 97.6 | 100.0 | 100.0 | |
| COWLITZ | 597 | 79.1 | 92.0 | 98.7 | 99.3 | 80.1 | 91.2 | 97.8 | 99.1 | |
| GRAYS HARBOR | 1,538 | 94.7 | 98.8 | 100.0 | 100.0 | 96.5 | 98.5 | 99.7 | 99.8 | |
| KING | 37,139 | 82.3 | 94.1 | 98.8 | 99.5 | 86.4 | 96.0 | 99.5 | 99.8 | |
| KITSAP | 3,820 | 84.5 | 95.0 | 99.1 | 99.7 | 85.5 | 95.2 | 98.5 | 99.5 | |
| PIERCE | 14,384 | 85.0 | 93.0 | 97.5 | 98.8 | 75.9 | 93.9 | 98.7 | 99.5 | |
| SKAGIT | 371 | 97.3 | 99.7 | 100.0 | 100.0 | 99.0 | 99.7 | 100.0 | 100.0 | |
| SNOHOMISH | 3,876 | 90.7 | 95.9 | 98.7 | 99.4 | 93.1 | 96.7 | 99.1 | 99.3 | |
| SPOKANE | 28,499 | 67.2 | 93.9 | 98.9 | 99.5 | 62.5 | 94.8 | 99.0 | 99.7 | |
| WALLA WALLA | 911 | 81.9 | 91.3 | 95.0 | 98.5 | 83.3 | 91.3 | 95.7 | 99.0 | |
| WHATCOM | 1,730 | 96.1 | 98.7 | 99.9 | 99.9 | 95.5 | 98.5 | 99.6 | 99.9 | |
| RRB-TRAVELERS | 297,716 | 71.2 | 94.4 | 98.6 | 99.5 | 62.7 | 88.1 | 98.2 | 99.5 | |
| AETNA | 331,681 | 70.8 | 87.7 | 96.3 | 98.1 | 70.8 | 89.0 | 96.7 | 98.5 | |
| EQUITABLE | 174,471 | 64.9 | 89.3 | 97.0 | 98.4 | 76.3 | 92.9 | 97.9 | 99.0 | |
| NATIONWIDE | 441,229 | 60.1 | 90.1 | 98.5 | 99.6 | 55.9 | 90.8 | 98.4 | 99.6 | |
| PRUDENTIAL | 1,035,031 | 87.0 | 93.5 | 98.1 | 99.2 | 63.9 | 79.2 | 92.8 | 97.2 | |
| TRAVELERS (RRB-EXCLUDED) | 358,384 | 58.0 | 92.3 | 98.5 | 99.6 | 48.4 | 78.5 | 96.6 | 99.4 | |

CARRIER WORKLOAD AND PROCESSING TIME REPORT

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

- A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.
- B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.
- C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.
- D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.
- E. Denied--Claims denied in full for any reason.
- F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

Claims Pending End of Month

- A. Number--The total number of claims pending at the end of the month.
- B. Days Work on Hand*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- C. Days Work on Hand Over 30 Days*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- D. Days Work on Hand Over 60 Days*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Net Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

- A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).
- B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.
- C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.
- D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Claims Processed, Average Processing Time, and Percentage Distribution

- A. Number--The sum of claims paid, claims applied to the deductible, and claims denied minus processed claims previously suspended due to HCFA directives.
- B. Mean (Average) Processing Time (Days)--The arithmetic mean processing time for all types of HCFA-1500 claims. The overall mean is obtained by weighting the means by type of claim by the number of claims by type of claim. Claims processing time is defined as the length of time in calendar days from the date of initial receipt of the original claim to the date the EOMB or denial letter is prepared. In instances where carriers make periodic "roll-up" payments, claims are considered processed when the completely adjudicated claims are posted to a summary payment tape, listing or file (see Medicare Carrier Manual 14-3 Section 13321.2).
- C. Percentage Distribution--Distribution by days required to process. The percent of claims processed within a time frame is determined in the following manner. The number of claims reported as processed within the specific time frame is divided by the total number of claims reported as processed (excluding those suspended) during the month by the carrier and then multiplied by 100.

Number and Percentage Distribution of Pending Claims

- A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.
- B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

- A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).
- B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.
- C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.
- D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

Medicaid Crossover Claims

- A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.
- B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.
- C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

CMS LIBRARY



3 8095 00014443 2